



# CLUB REFUND POLICY

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## 1. Purpose of Policy

- 1.1 This policy defines the process for a club member to request a refund from a Club Committee, and the process for the committee to then authorise the refund via Student Life.

## 2. Definitions

| <b>Word/Term</b>       | <b>Definition (with examples if required)</b>  |
|------------------------|--|
| Chargeback             | A process available to credit card holders whereby funds in a disputed transaction can be forcibly returned.   |
| Clubs & Sport Software | Software resources used to manage the majority of communication between Student Life, Clubs and Club Members. As of the time of implementation of this policy, the current Clubs & Sport Software is the "UniOne" package.   |
| Clubs                  | A Club is a group of like-minded individuals, the majority of whom are currently enrolled Swinburne Students, who gather to hold Events and engage in activities for the mutual benefit of Club Members.   |
| Club Member            | A member of a fully registered Club. For more information, see Club Registration Policy and Club Governance & Management Policy.   |
| Club Committee         | A group of Club Members who are collectively responsible for the administration, good governance, management, finances and day-to-day operation of a Club, as well as handling most communication between the Club and Student Life. For more information, see Student Life Club Governance & Management Policy. |
| Club President         | The Club President is responsible for ensuring that the Club as a whole operates in accordance with Student Life Policy and for the benefit of Club Members.   |
| Club Secretary         | The Club Secretary is responsible for ensuring clear lines of communication between Club Members, the Club Committee and Student Life.   |
| Club Treasurer         | The Club Treasurer is responsible for ensuring that all the Club's financial affairs are in order and are compliant with Student Life Policy.  |
| Payment Gateway        | E-Commerce software which collects payment card details and authorises card payments.  |
| Student Life           | Swinburne Student Life, formally known as the SSAA, or Swinburne Student Amenities Association   |

## 3. Application & Scope - Exclusions or Special Conditions

- 3.1 This policy is applicable to purchasers of products from a Club via the Clubs & Sport Software, as well as Student Life Clubs & Sport staff, and Student Life Finance & Office Administration staff.

## 4. Policy Principles

- 4.1 Products or services purchased from a Club are not purchased from Student Life. Student Life only acts as a facilitator of transactions between Clubs and purchasers of their products, as one part of a suite of services provided to Clubs.
- 4.2 Purchasers of Club products, who are seeking a refund, must approach the relevant Club Committee.



- 4.3 Student Life cannot authorise refunds on behalf of Clubs. Refund requests for purchases from a Club must be directed to the respective Club's Committee.
- 4.4 Student Life can process refunds authorised by a Club Committee.
- 4.4.1 Student Life can only process refunds for Clubs where there is sufficient money present in the Club Account.
  - 4.4.2 Student Life can only process refunds authorised by Clubs where the product(s) to be refunded were purchased using the Clubs & Sport Software, and where the purchase was made using a payment card belonging to the person requesting the refund.
- 4.5 If a customer instigates a chargeback request in relation to the purchase of one or more products from a Club, payment of any costs incurred as a result will be the responsibility of the respective Club.
- 4.5.1 If a chargeback is reversed or otherwise successfully appealed, costs will be refunded to the respective Club.
- 4.6 Please note that club memberships become non-refundable 21 days after purchase, even with authorisation from the Club Committee, unless an exemption is granted by Student Life Team Leader, Clubs & Sport.

## 5. Club Refund Process

- 5.1 Club Committees can authorise Student Life to issue a refund for a club product by submitting a *Club Refund Authorisation Form* to Student Life.
- 5.2 The *Club Refund Authorisation Form* must be signed by two of the following Club Committee Members:
- 5.2.1 The Club President
  - 5.2.2 The Club Treasurer
  - 5.2.3 The Club Secretary
- 5.3 The *Club Refund Authorisation Form* must include the following information, which can be found on the invoice generated by the Clubs & Sport Software at the time of purchase:
- 5.3.1 The name of the customer to be refunded.
  - 5.3.2 The Order ID(s) for the purchase(s) to be refunded.
  - 5.3.3 The product(s) being returned.
  - 5.3.4 The total amount, in Australian Dollars, to be refunded to the customer.
- 5.4 Student Life will not process refunds where the requested refund amount exceeds the amount originally paid for the product(s) being refunded.
- 5.5 Within 2 business days of receipt of a valid *Club Refund Authorisation Form*, Clubs & Sport will forward the form to Student Life Finance & Office Administration
- 5.6 Within 5 business days of receipt of a valid *Club Refund Authorisation Form*, Student Life Finance & Office Administration will process the refund, using the Clubs & Sport Software and Payment Gateway to refund the relevant purchase(s) to the customer's payment card used for the initial purchase.



## 6. Roles & Responsibilities

- 6.1 Club Committees – treat refund requests fairly, and follow Student Life Clubs Policy at all times.
- 6.2 Club Members – request refunds through the relevant Club Committee.
- 6.3 Student Life Staff – process refund requests authorised by Club Committees in a timely manner.

## 7. Related Documents

- 7.1 Student Life Club Governance & Management Policy
- 7.2 Student Life Club Registration Policy
- 7.3 Club Refund Authorisation Form

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|--|---|
| <b>Date first approved:</b> 23/06/17         | <b>Date of Next Review:</b> 23/06/18  |
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## 8. Version Control & Amendments

| Version Control | Date Effective | Approved By                                       | Amendment      |
|-----------------|----------------|---|----------------|
| 1               | 23/06/17       | Rodney Thomson – Director, Swinburne Student Life | First Version. |

