

## Refunds Policy

### 1. Refunds

In certain circumstances FISAF Australia may choose to provide a refund on items such as competition entry, spectator entry, merchandise and other items.

Refunds will be considered on a case-by-case basis. Refunds will not automatically apply in instances of change of mind, incorrect selection, or change in personal circumstances. Refunds will not be provided on merchandise or other products that have been damaged or tried-on, nor when its packaging isn't in its original form.

Requests for refunds must be sent via email to FISAF Australia and include an explanation for requesting a refund, a copy of the tax invoice (or if no invoice was received, the purchase date, amount and payment method).

FISAF Australia reserves the right to deduct an administration fee of 10% off refunds issued.

### 2. Event Cancellation

Where an event is cancelled due to weather conditions, natural disasters, terrorism, war or any other reason deemed necessary by the organisers, a non-transferrable credit of 75% of the total entry or purchase price will be given, which will be valid for 12 months.

### 3. Event Rescheduling

Where an event is rescheduled due to weather conditions, natural disasters, terrorism, war or any other reason deemed necessary by the organisers, the following applies:

All entries received and tickets purchased prior to the rescheduling of the event will automatically be transferred to the rescheduled date/time.

Participants and spectators that are unable to attend the new date, and provide written proof within 7 days that they are unable to attend, will receive a non-transferrable credit for 50% of the total entry/purchase price. This credit will be valid for 12 months.

Entries received after an event is rescheduled will not be eligible to receive a refund.