

CRICKET NSW DIRECT DELIVERED PROGRAMS AND COMPETITIONS REFUND CONDITIONS

1. Cricket NSW understands that there are circumstances in which you may wish to seek a refund of the Registration Fees paid in respect of a Participant's participation in a program. The scenarios in the table below apply to all Registration Fees paid in respect of a Participant.
2. This document only applies to Registration Fees paid in respect of Cricket NSW's Direct Delivered programs and competitions.
3. For the National Registration Fee (NRF) component of the registration fee, refer to the [National Registration Fee Refund Policy](#)
4. Other than to the extent required by law, paragraph 5 sets out the only circumstances in which you may be eligible for a refund of Registration Fees or part thereof.
5. All refunds are subject to the conditions set out in paragraphs 10-17, as well as the general terms of this document.
6. Cricket NSW reserves the right to make amendments to this document from time to time at its sole discretion and without notice. All refunds will be determined in accordance with the conditions in place at the time of your purchase.

When will you be eligible for a refund?

7. Subject to the other terms of this document, refunds of the Registration Fee will be available only in the following circumstances:

Circumstances	Point of Program	Remedy available
Program or competition cancelled at no fault of Participant		
Including change of date, weather, major event or circumstance not within the control of the Participant or Cricket NSW (pandemic, natural disaster etc.)	Where the program has not commenced	Registration Refund
Program or competition partially completed		
If the program starts but cannot be completed due to circumstances not within the control of the Participant or Cricket NSW.	Where the program has commenced but not fully completed.	Partial Refund <i>Refunds will not be issued for any program that is more than 75% completed, or once three or more matches in a competition have been completed.</i>
Medical Condition prevents the Participant from participating in the Program or competition (NB: Doctor's Certificate required, and Cricket NSW must be notified)		
	Where the program has not commenced	Registration Refund
System Duplicate Error	At any time prior to the Program	Full Refund of duplicate payment

Refunds are not available where the participant has changed their mind or no longer wishes to attend. If a participant has registered for an incorrect program or competition, their transfer to the correct program or competition will be facilitated by Cricket NSW.

Vouchers

8. Cricket NSW will not issue a refund for the portion of the payment covered by a government sports voucher.
9. Cricket NSW will not issue a refund for the portion of the payment covered by a promotional voucher.
10. Registration Fees will not be refunded, and you will not be entitled to any other refund or compensation from Cricket NSW where a refund is requested because the registrant forgot to use a government sports voucher.

Conditions of refund

11. Registration Fees will not be refunded, and you will not be entitled to any other refund or compensation from Cricket NSW unless:
 - a. your circumstances fit within those categories set out in the table in paragraph 7 or
 - b. Cricket NSW determines a refund or compensation is payable at its absolute discretion on the basis of documentation that supports the reason for the refund request.
12. If a refund is issued, the Participant's Registration will be cancelled effective from the date of the request for a refund.
13. Cricket NSW reserves the right to make alterations to programs in the event of unforeseen or other circumstances, including (without limitation), to account for force majeure, safety and security concerns, weather or playing conditions, or decisions from any competent authority. In the event of such alteration, Cricket NSW will not be liable for any costs, expenses or other losses resulting from such alteration, except as set out in paragraph 7.
14. Refunds must be requested within 30 days after the end of the respective program. Participants will not be entitled to any refunds after this date.
15. Cricket NSW will not be required to refund any fees or charges paid in addition to the Registration Fees (for example, any service/delivery fee, merchant charges, bank charges or other foreign exchange charges). No interest or costs will be payable in respect of any monies refunded.
16. Except as set out in this document, to the extent permissible by law, Cricket NSW will not be liable for any associated costs, expenses or loss (including, without limitation, any indirect and/or consequential loss) in connection with the Participant's engagement with the program or competition.
17. Subject to paragraphs 7-10, no refund(s) will be payable in relation to any Registration(s) which, for whatever reason, were provided free of charge.
18. Where a refund is payable by Cricket NSW, Participant Registrations and any associated Registration Fees will not be rolled over to a later period in any circumstances.

How do I apply for a refund?

19. To request a refund, please complete the fields on [CNSW Refund Form](#).
 - a. Cricket NSW will then contact you once reviewed to advise that your request has been approved, rejected, or if the application requires further information.
 - b. Following approval of the refund request, refunds will be processed within 15 business days to the bank account nominated in the refund form.

How do I apply for the National Registration Fee (NRF) refund?

20. The NRF is a Cricket Australia administered fee which includes access to the PlayHQ registration platform and your participant insurance

21. You may be eligible for refund of the NRF if this fee has been paid as part of the registration. The NRF is required to be paid on behalf of all Participants when they are registering through the PlayHQ Platform each cricket season.
22. Refer to Cricket Australia's [NRF Refund Policy](#) for details on how to request a refund.

Definitions

Participant means the person who will be enrolled in the Program following the Registration;

Programs means all Cricket NSW Direct Delivered programs such as School Holiday programs, Twilight Women's Cricket League, Social Girls, Community Cup and other programs and competitions delivered by Cricket NSW;

Registration means a completed registration for the Program for which some or all of the Registration Fees have been paid; and

Registration Fees means the fees paid by you in respect of the Registration