

Late Entries and Entry Refund Policy

Version 1
Created – 29 October 2019
Reviewed - Annually by Swimming Counties Manukau

Purpose

This policy covers Swimming Counties Manukau's policy on late entries and entry refunds to all Swimming Counties Manukau Events.

Policy

Late Entries

Swimming Counties Manukau will accept late entries for a period of 24 hours after the relevant closing time and date for a Swimming Counties Manukau Event.

Once this 24 hour period has expired, no further late entries will be accepted.

In addition to the regular entry fees, late entries may attract a fee of \$50.00 (at the discretion of the Event Manager and/or Technical Director).

For example, for three (3) late entries, the cost would be 3x regular Event Fees plus \$50.00.

Late Entry Request Procedure

To request a late entry for a Swimming Counties Manukau Meet, email swimmingcountiesmanukau@gmail.com with the following details:

- The swimmer's name
- Meet name
- Event numbers which are to be entered.

Entries may be entered manually – and invoiced, however payment must be received before the start of the Meet or the swimmer may not be allowed to race (at the discretion of the Event Manager and / or Technical Director).

Event Entry Fee Refund

Swimming Counties Manukau shall provide a refund for entry fees in situations where:

1. Illness or injury prevents an athlete from competing; or
2. A technical error has proven to have occurred on the national online meet entry system, resulting in a negative financial effect on the athlete.

A medical certificate is required to claim a refund for point '1' above. If a medical certificate is not or cannot be provided, Swimming Counties Manukau reserves the right to reject the refund request.

Event Entry Fee Refund Procedure

To request a refund because of illness or injury, contact the Event Manager at Swimming Counties Manukau at swimmingcountiesmanukau@gmail.com.

You will need to provide the following details to request a refund:

- The swimmer's name
- A scanned copy of the Medical Certificate
- Meet name
- Event numbers which the swimmer withdrew from.

In the event that a Member experiences a technical error while performing an online meet entry transaction, which results in the Member having fees debited from them more than once, the Member can claim reimbursement/reversal of the duplicate transaction(s) from Swimming Counties Manukau.

The Member, or a representative from the Member's Club can contact the Event Manager at swimmingcountiesmanukau@gmail.com to claim reimbursement. Proof of fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions etc).

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Chair
By Order of the Board of Swimming Counties Manukau
Signed 13 November 2019