



MSA Refund Policy

Adopted by the National Board
4/04/2020

MSA REFUND STATEMENT

Under Australian Consumer Law, Masters Swimming Australia Membership has no obligation to refund membership fees regardless of the timeframe after, or circumstances in which a member determines that they no longer wish to remain a member.

Masters Swimming Australia has an obligation to refund membership payments or part thereof where a technical error has been proven to have occurred on the national online registration system, resulting in a negative financial effect on the user (e.g. if a transaction is debited twice due to a systems error), or where a major failure to comply with a consumer guarantee occurs.

Masters Swimming Australia has a Refund Policy Procedure in the event of the death of a financial member. A representative from the member's club, can contact the member Branch Administrator or Masters Swimming Australia directly (03) 96825666 or admin@mastersswimming.org.au to discuss the claim reimbursement. Member Branches and/or clubs may choose to refund their own component of membership fees by cash, cheque or EFT to their members.

If a club chooses to reimburse a member for the entire membership fee they have paid (including Masters Swimming Australia's, Masters Swimming Branch and their area's fee portions), the club cannot claim reimbursement from the above-mentioned organisations for those fee portions unless approved to do so.