

2023 Kings Birthday 3-Days REFUND POLICY **DRAFT**

The table below indicates the refund amount for different circumstances.

Dates	Covid Withdrawal	Non-Covid Withdrawal	Event Cancelled
Up to 28 May	95%	95%	95%
After 28 May	75%	At organisers discretion	95%
After 16 June	At organisers discretion	At organisers discretion	N/A

Covid Related Withdrawal

- If you have withdrawn from the event because you are suffering Covid like symptoms or have tested positive to Covid then you can request a refund.

Non-Covid Related Withdrawals

- If you withdraw for NON Covid-19 related issues after 28 May, any refund will be at our discretion.
- You will need to make a written request and set out a compelling reason.

Event Cancellation

- Refunds due to event cancellation will not require a request for refund.
- Events will only be cancelled due to reasons beyond our control.
- Reasons may include (but are not limited to) dangerous weather, wildfire or Covid related travel restrictions.

Processing of Refund Requests

- Processing of requests for refund, or refund due to event cancellation, will not commence until after the event and may not be finalised for a few weeks.
- They should however be completed by the end of June.
- In all cases a portion of the entry fee is retained to cover financial processing and other event costs

How to claim a refund

- Requests for refunds should be sent to the organisers via leepback1@gmail.com no **later than 16 June**.
- Please advise organisers as soon as possible when withdrawing so you can be removed from the system or listed as DNS if on the day of the event. Ph 0422471353