



REFUND AND RETURN POLICY

At Hornsby RSL Gymnastics we understand that sometimes circumstances change. This policy outlines when you may be eligible for a refund or return, and how we manage these requests fairly and consistently.

Term Fees

- No refunds will be given for change of mind, non-attendance, or voluntary withdrawal after the term begins.

Partial refunds may be considered for:

- Medical reasons (with a medical certificate)
- Exceptional personal circumstances (case-by-case)
- Refunds will be calculated based on the number of weeks remaining in the term, minus an administration fee (e.g. 25%).
- Make-up classes may be offered depending on availability, but cannot be guaranteed.

Uniforms & Merchandise

Returns are accepted within 7 days of purchase for items that are:

- Unworn and in original condition
- Accompanied by proof of purchase

Refunds or exchanges are not offered for:

- Items that have been worn, damaged, or altered
- Clearance or custom items

If a product is faulty, we will offer a repair, exchange, or refund in line with Australian Consumer Law.

Competitions & Events

Fees for events and competitions are non-refundable once paid unless:

- The event is cancelled by the club or organiser
- A medical reason (with proof) prevents participation

In some cases, a credit may be issued toward future events.

Requesting a Refund or Return

- All refund or return requests must be submitted in writing to: info@hornsbysrslgymnastics.com.au
- Please include your full name, child's name, details of the request, and any relevant documents.
- Requests will be reviewed within 7 business days, and you will be contacted with an outcome.

Club Rights

Hornsby RS Gymnastics reserves the right to review and update this policy at any time. Families will be notified of significant changes.