

Application for Refund

The Y NSW (YMCA NSW) acknowledges and respects the privacy of individuals. The information that is being collected on this document is for the purposes of processing your refund, providing you with updated information and assisting us improve our services to you. The intended recipients of this information are the Y NSW, its authorised staff and contracted service providers. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (Amended 2001) and the Y NSW Privacy and Confidentiality Policy.

PROOF OF PAYMENT MUST ACCOMPANY REFUND, OR NO REFUND WILL BE ISSUED.

Terms and Conditions of Refunds

1. Cooling Off Period

All memberships have a seven day cooling off period. The contract of membership can be voided within seven days of joining without further obligation and a full refund obtained.

2. Refunds

All refunds are calculated from the date of application. After the cooling off period, as outlined above, reimbursement of the unused portion of your membership may be credited to other services in the facility, or shall be refunded via EFT payment into the bank account.

Refunds may be provided in full where:

- A medical condition precludes further participation and a medical certificate is provided; or
- A member relocates residence more than 20km from this facility and provides supporting documentation; or
- A Y NSW Program, for which a customer has been enrolled, has been cancelled.

3. Processing Period

Refunds will be processed as soon as possible. Please allow approximately two weeks for payment.

4. Non-standard Refunds

Refund requests beyond the standard applications should be made in writing to the Manager.

5. Merchandise

An exchange or refund will be offered when either a fault in workmanship or quality of material is evident. Proof of purchase via register or credit card receipt will be required.

6. Membership or Term Program Cards

Membership or Term Program cards must be returned via attachment to this form