

Rotary International District 9710 Inc.

Refund Policy

When we will make a refund

Rotary International District 9710 Inc. (District and we) will make a refund when:

- You request a refund before the date and time set as the cut-off date and time
- You request a refund after the date and time set as the cut-off date and time and have provided details of extenuating circumstances which the District has accepted as warranting the payment of a refund – the final arbiter will be the District represented by the contact person and based on Rotary's ***Four Way Test.***
- You have made a payment but you have not been issued a registration or ticket for the event activity or function because the maximum number of attendees or participants has been reached and your registration will exceed that limit
- You have made an error – but only to the extent of the error amount
- You have made an overpayment – but only to the extent of the overpayment
- We have made an error in calculating any total

When we will not make a refund

The District will not make a refund where a payment has been made to a third party and that party does not or will not make a refund to the District. The refund policy of the third party will determine eligibility for a refund.

When you request a refund after the cut-off date and time for requesting refunds as notified on the website for the particular payment process unless extenuating circumstances exist and the District has accepted the extenuating circumstances as warranting the payment of a refund – the final arbiter will be the District represented by the contact person and based on Rotary's ***Four Way Test.***

Making a claim for a refund

You must contact the person named as the contact either by email or by normal mail by the cut-off date and time.

You must identify yourself as the person who made the original payment the subject of the refund request.

You must provide full details of why you believe you are entitled to a refund.

If you are claiming extenuating circumstances you must provide full details of those extenuating circumstances to the contact person.

We will make a refund in this way

If possible, the refund will be made to the credit card you used to make the initial payment.

Where a refund to the original credit card is not possible, an alternative arrangement will be negotiated with you.

Other factors

For each event where a payment arrangement is offered the District will:

- Nominate a contact person and an email address for that person
- Nominate a cut-off date

- Advise the price of each component which carries a charge or cost
- Advise whether any part of the payment or payments is NOT refundable
- Specify the amount or proportion of any payment which is not refundable

The address for the purpose of ordinary mail will be the District's nominated postal address represented by the postal address for the District Treasurer on the District's website.

Disputes where the District represented by the contact person has decided not to pay a refund will be resolved using District dispute resolution processes.