

# REFUND / WITHDRAWALS & LATE ENTRIES POLICY



## Purpose

This policy provides clear and concise information for entrants and staff in relation to refunds, withdrawals and late entries for the Royal South Street Society Ballarat Eisteddfod.

## Scope

This policy applies to all individuals, groups, troupes, teams and schools that may enter any discipline of the Royal South Street Society Ballarat Eisteddfod.

## Definitions

<b>Discipline</b>	The specific performing art – subject of study, training and/or perfecting technique.
<b>Late Entry</b>	An entry requested after the published discipline closing date
<b>Refund</b>	A withdrawal from entry and refund of entry fee for section(s)
<b>Royal South Street Society (RSSS)</b>	The formal title of the organisation. The organisation that formally oversees the Royal South Street Society Ballarat Eisteddfod
<b>Royal South Street Society Ballarat Eisteddfod</b>	Our core business/event/season of events/eisteddfod which is overseen by the Royal South Street Society
<b>Withdrawal</b>	Notification that an entered competitor is not appearing as entered and/or scheduled

## Policy Statement

Timely entries are critical to the planning, operational, financial, technical and human resourcing of the Royal South Street Society Ballarat Eisteddfod. As such, it is the policy of Royal South Street Society to reasonably support individuals, schools, groups, troupes and teams with timely, current and correct information.

Last minute requests for withdrawals, refunds and late entries critically and widely impact the operations of the eisteddfod and are not supported by Royal South Street Society unless they comply with these policy guidelines.

Final decisions relating to Refunds, Withdrawals and Late Entries as specified in this policy reside with the Executive Officer and may be referred to the RSSS Board.

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## Policy Guidelines

### Acceptance of Entries

For entries to be processed and scheduled to participate within the RSSS Ballarat Eisteddfod the following conditions must be met:

- Entrants in sections must register online within the annual published “open for entries” period, via the advised portal and discipline information.
- Entries must be complete in all details and full payment must be made online as guided for the accompanying entries.
- Entries close on the date listed.
- Entry fees cannot be transferred to another person /year.
- **General late entries will not be accepted.**

### Entry Fee Payment

If the entrant fee has not been paid by the closing date, RSSS will attempt to communicate with the entrant, and may cancel the entry/registration without notice if fee is overdue (if applicable)

### Late Entries

General late entries will not be accepted after the closing date.

Royal South Street Society reserves the right to accept limited late entries in some disciplines after the published close date if there are justifiable reasons and the entry can be incorporated into the age group/section without greatly affecting the timetabling. An additional late entry fee as outlined below would apply for all approved late entrants.

An approved late entry will incur a \$50 late entry fee

Application for a late entry will only be considered via formal notification and justification via email to [admin@royalsouthstreet.com.au](mailto:admin@royalsouthstreet.com.au). Do not phone the office, as formal notification must be received in writing/email.

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## Entry Alteration

We acknowledge that there are circumstances where entries may be incorrectly entered or processed due to human or technological error. Any entry error must be rectified as soon as possible by contacting [admin@royalsouthstreet.com.au](mailto:admin@royalsouthstreet.com.au) for assistance with rectification, and formal notification of the details of the error. Do not phone the office, as formal notification must be received in writing/email.

Any alteration of entry for acceptable circumstances must be received by the office within two weeks of the published close of entries.

## Cancellation of Entry

Annual entry fees comprise of an administration fee that in the event of any approved refund is non-refundable:

## Withdrawal of Entry

Entrants wishing to withdraw from a section(s) after entry are requested to notify [admin@royalsouthstreet.com.au](mailto:admin@royalsouthstreet.com.au) prior to the date of the section commencing.

No refunds will be given for withdrawals after two weeks from the published entry close date.

## Refund of Entry Fee for Withdrawal

All entries require administration and scheduling that impact the operations and timetabling of the eisteddfod, therefore:

- A notified withdrawal *within two weeks of the published discipline entry closing date*, will receive an entry fee refund, less the administration fee.
- A notified withdrawal for any reason after two weeks from the published discipline entry closing date, will not receive a refund.

To notify a withdrawal and apply for refund, please contact [admin@royalsouthstreet.com.au](mailto:admin@royalsouthstreet.com.au). Formal notification must be received in writing/email.

## RSSS Cancellation of Events

Where RSSS must cancel competitions, due to any circumstance beyond their control (for example force majeure, inclement weather, natural disasters, government action or interference, labour shortages, national emergencies and acts of war), you may be

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eligible for a refund of all or part of the entrant (excluding admin fee). Refunds will be at the discretion of RSSS for that event.

## Supporting Documents

- Child Safe Policy
- Child Safe Code of Conduct
- Code of Conduct
- Code of Conduct – General Audience
- Confidentiality Policy
- Grievance, Complaints and Compliments Policy & Procedure
- OHS Policy & Procedure
- Privacy Policy and Procedure
- Risk Management Policy and Procedure

## Responsibility

- The Royal South Street Society Board is responsible for monitoring the implementation, outcomes and scheduled review of this policy.
- The CEO/General Manager/Business Manager is responsible for maintaining the content of this procedure as delegated by the Royal South Street Society Board.

## Implementation

This procedure will be communicated and implemented via:

- Identified and recorded on the RSSS Quality Management Plan Cycle
- Listed in the Policies & Procedures file on the RSSS Intranet
- On Board review/approval, included on Staff Meeting Agenda for location and active implementation
- Staff induction documentation and sessions.
- Volunteer induction documentation and sessions.

## Legislative Context

- Child Safety & Wellbeing
- Privacy Act
- OHS

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ROYAL SOUTH STREET SOCIETY

## Records Management

DOCUMENT TITLE	LOCATION	RESPONSIBLE OFFICER	MINIMUM RETENTION PERIOD
Formal refund/withdrawal/late entry emails	RSSS records management system	Eisteddfod Coordinator/ Discipline Chair & Executive Officer	Electronic record will be retained in the records management system

## Authorisation

<b>Approved by RSSS Board</b>	11/12/2024	<b>Responsible Person</b>	Executive Officer
<b>Version</b>	Version 1 2025	<b>Scheduled Review Date</b>	01/12/2026