

# Event Refund Policy



This policy applies to all events hosted through the North Coast Region account on the ScoutEvent platform.

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## *Eligibility for Refund*

Refunds for participant cancellations will be granted according to the following conditions:

- **Cancellations before the registration closing date:**  
Participants are entitled to a **full refund**.
- **Cancellations after the registration closing date, but more than 7 days before the event start date:**  
Participants are eligible for a **50% refund**.
- **Cancellations within 7 days of the event start date:**  
**No refund** will be provided.

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## *Postponed Events*

If an event is **postponed**, all registered applicants will be notified of the new date. A **reasonable period of time** will be provided to allow applicants to advise if they are unable to attend the rescheduled date.

Those who notify the Event Coordinator within this period will be **eligible for a refund** in line with this policy.





### *Cancelled Events*

If an event is **cancelled**, the Event Coordinator will assess any expenses already incurred. Based on this assessment, they will provide clear advice regarding **what level of refund** can be offered to applicants. All efforts will be made to maximise the refund amount while maintaining financial accountability for costs already committed.

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### *Fees Deducted from Refunds*

All approved refunds will be issued **less the processing fees** charged by third-party services. These fees are non-refundable and include:

- **Stripe Payment Processing Fee:**  
1.7% of the total amount + \$0.30 per transaction
- **ScoutEvent Platform Fee:**  
\$0.50 per applicant

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### *Method of Refund*

- All refunds will be returned **to the same payment method** used for the original transaction.

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### *How to Request a Refund*

Event Coordinators will assess all refund requests in accordance with this policy. For further support, please contact your Event Coordinator or email [rc.systems.nc@nsw.scouts.com.au](mailto:rc.systems.nc@nsw.scouts.com.au).

