

MASTERS CANCELLATION & REFUND POLICY

Cancellation of Registration by Player

Before 9th July 2021	Players may cancel their registration for a refund* prior to the official refund cut off date.
After 9th July 2021	Players that withdraw for <i>any reason</i> after the official refund cut off date are <i>not eligible</i> to receive a refund.

Please note that if your team withdraws after the cut off date, no refunds will be distributed. By entering a team without surety of the necessary numbers you accept this risk.

Refund will be processed within 20 business days of the request being accepted by Softball Queensland.

Transfer of Registration

Before Registration Cut Off Date (9th July 2021)	Players may transfer their registration to another player for no added cost prior to the official registration cut off date.
10th July 2021 – 23rd July 2021	Players may only transfer their registration to another player after the registration cut off date as a result of injury or sickness (medical certificate required). Other exemptions may be provided upon request.

Cancellation of the Event by SQI

Softball Queensland reserves the right to alter or cancel, without prior notice, any of the arrangements relating directly or indirectly to the event, for any circumstances beyond SQI's reasonable control. This includes cancellation of the event itself.

*SQI's liability insurance for the event is limited to a full refund of the event registration fees taken by SQI only. Any administration charges included in the participant's registration fee by the platform provider will not be refunded. SQI accepts no additional liability for travel or accommodation or any other additional costs incurred by teams or persons attending the event.

Notification of Cancellation or Rescheduling of the Event by SQI

If the event is cancelled or postponed, participants will be notified as soon as practical by SQI via email to the participants registered address. Notice will also be posted on the event's social media pages and the Softball Queensland website.

Any enquiries surrounding registrations or cancellations should be sent to events@softballqld.asn.au before arrangements are made.