Gold Coast Academy of Sport Cancelation / Withdrawal Policy

If an athlete withdraws from an Academy program after payment has been made, the following policy applies:

- All cancellations must be submitted **in writing** to the Academy (email is acceptable).
- Refunds apply to **program fees only**.
- **Uniforms fees are non-refundable and are not included in the table below.**
- Refunds will be processed within 14 business days of approval.
- Where only an initial deposit has been paid, refund eligibility will be assessed in accordance with the schedule below.

The following is an outline of the refund the Academy will follow:

Time of Cancellation	Refund from cost of program
4-6 weeks prior to program	Full refund less a $50 administration fee and uniform fee
1-4 weeks prior to program	50% refund of program fee and uniform fee
Within 7 days prior to program	No refund. A **program credit** will be issued for 75% of program fees, valid for 24 months from the original program start date. *This applies to injury or illness where by a medical certificate is required
Post commencement of program	No refund or credit, except in cases of serious injury or medical circumstances (medical certificate required). Any approved credit will be calculated on a pro-rata basis at the Academy's discretion.

Deposit Payments

Where only an initial deposit has been paid:

- Refunds will be calculated based on the **total program fee**, not the deposit amount.
- If the applicable refund percentage is less than or equal to the deposit paid, only that calculated amount will be refunded.
- If the deposit is non-refundable (as stated in the program registration terms), it will be retained by the Academy.

The Academy reserves the right to determine outcomes in exceptional circumstances.