

Swimming New Zealand Policy

Title: Late Entries & Entry Refunds



Number: 006

PURPOSE

To set out SNZ policy on late entries to SNZ Championship Events and policy on entry refunds.

POLICY

Late Entries

SNZ will accept late entries for a period of 24hrs after the relevant closing time and date for a SNZ event. Once this 24hr period has expired, no further late entries will be accepted. In addition to the regular entry fees, late entries may attract a fee of \$50.00. For example, for 3 late entries, the cost maybe 3 x regular fee + \$50.00

Late Entry Request Procedure

To request a late entry for a **SNZ Championship Event**, email events@swimming.org.nz with the following:

- The swimmer's name.
- Competition name.
- Events which are to be entered.

*Note entries may be done manually – and invoiced. Payment must be received before the start of competition or the swimmer may not be allowed to race.

Event Entry Fee Refund

SNZ will provide a refund for entry fees in situations where:

- a) Illness or injury prevents an athlete from competing; or
- b) A technical error has been proven to have occurred on the national online meet entry system, resulting in a negative financial effect on the user.

A medical certificate is required to claim a refund for part 'a' above. If a medical certificate is not or cannot be provided, SNZ reserves the right to reject the refund request.

Regions and clubs are not obligated to align with part "a" of this policy.

Regions and clubs are obligated to align with part "b" of this policy.

Event Entry Fees Refund Procedure

To request a refund because of illness or injury, contact the Events Manager at SNZ at events@swimming.org.nz. You will need to provide the following to request a refund:

- A medical certificate

- The name of the meet entered.
- The event numbers the swimmer withdrew from.
- The swimmer's name.

In the event a member experiences a technical error while performing an online meet entry transaction, which results in the member having fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction(s) from SNZ.

The member, or a representative from the member's club, can contact the Events Manager at events@swimming.org.nz to claim reimbursement. Proof of fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).