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Responsible Person: Operations Team leader

### **Position statement**

mpowerdome is an organisation that truly seeks to live out the core values upon which the company was founded. In particular, we strive for personal and corporate integrity. In this context we will apply a process of procedural fairness when making decisions with regards to refunds, credits and returns with all such decisions being guided by the following policy information.

### **Refunds**

Customers are entitled to a refund, exchange, or repair from mpowerdome, if the purchased goods or service:

- has a fault or problem that would have stopped a customer from purchasing the service had they known about it;
- are substantially unfit for its common purpose, and cannot be easily fixed within a reasonable time;
- does not meet the specific purpose a customer asked for and cannot be easily rectified within a reasonable time;
- are cancelled within one week of the term coaching booking and the class is less than half full;
- are not as described by mpowerdome or, as advertised or promoted;
- are adjusted, changed or cancelled by mpowerdome;
- do not last a reasonable time depending on the price and the type of product;
- creates an unsafe situation.

Customers are not entitled to a refund, exchange, repair or other remedy, for purchased goods or services if they:

- change their mind; no longer want the goods; no longer want to participate; or realise they cannot afford that which they have purchased;
- choose to cancel term coaching after one week of making the booking and a group is more than half full;
- are unable to attend a purchased program or service for any reason;
- knew about a fault or problem with the product or service prior to purchase or their actions caused the fault/problem;
- selected the wrong colour, size, shape of product; type of service; or,
- located the product or service elsewhere at a lower price.

### **Credits**

mpowerdome will, in the first instance, seek to rectify all situations concerning purchase and consumption of goods or services through the application of account credits. Credits may be applied, at mpowerdome's discretion, in the following situations:

- where customers change their mind, no longer want the goods, no longer want to participate or realise they cannot afford that which they have purchased;

- where customers are unable to attend a purchased service for any reason including medical incapacity (a medical certificate must be provided);
- where customers select the wrong colour, size or shaped product or the wrong type of service; or,
- where mpowerdome scheduling, prevents full or partial consumption of a service.

Account credits will be applied with the following conditions.

- Account credits must be consumed in the term, season or month following their activation. Credits are forfeited after this period.
- Account credits may be used by any member of a family attached to the account in question.
- Account credits are not redeemable for cash.

### **Booking alterations**

Where a customer wishes to alter their booking, be it a coaching class or junior or adult competition they will be given opportunity to do so provided there is availability in the desired class or competition. Where the matter arises that money is owed by the customer, due to the change of class or competition, payment is required immediately. Conversely, credits may be given to the client for service charge differences due to a change of class.

### **Cancellations/Forfeits**

For term coaching see Refunds above.

Where a customer wishes to cancel a private lesson, 24 hours notice must be provided, or the full payment for the session is required.

Where a customer wishes to remove their adult sporting team from one of the mpowerdome competitions, they will lose their cancellation bond.

Where a customer wishes to forfeit their game, a forfeit fee will apply, and the amount is in alignment with the lead time of notice given.

If a customer is running late for a court booking and fails to notify mpowerdome, mpowerdome will call the customer after 10 minutes have past from the commencement of the booking. If there is no answer and 15 minutes have past from the scheduled commencement time, mpowerdome reserves the right to hire out the court to another patron.

mpowerdome recognises that, at times, extenuating circumstances are at play, therefore, will consider each case on its own merits and apply flexibility to this policy with integrity and procedural fairness.

### **mpowerdome Management**