



EVENT REFUND POLICY

PURPOSE

The purpose of this policy is to:

- Clearly outline the conditions under which refunds may or may not be granted for Big Camp registrations.
- Ensure refund decisions are applied consistently, fairly, and transparently for all participants.

SCOPE

This policy applies to all participants registered to attend Big Camp and should be read in conjunction with the Big Camp Terms and Conditions and Code of Conduct.

1. ELIGIBILITY FOR REFUNDS

1.1 Full Refunds

If Big Camp is cancelled by the organisers, all registered participants will be eligible for a full refund of registration fees paid.

1.2 Partial Refunds

1.2.1 Participant withdrawal

Participants who withdraw from Big Camp may be eligible for a partial refund in accordance with the following timeframes:

- Before registration closes: Up to 90% refund.
- After registration closes: Up to 50% refund.
- Within 14 days of the event start date: No refund will be available.

Seventh-day Adventist Church (North New South Wales Conference) Limited

Site 9, 582 Freemans Dr, Cooranbong NSW 2265, AUSTRALIA

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1.2.2 Unforeseen Circumstances

Where a participant is unable to attend Big Camp due to unforeseen circumstances (including, but not limited to, medical emergencies or significant family emergencies), a partial refund may be considered on a case-by-case basis. Supporting documentation (such as a medical certificate) may be required.

2. REFUND REQUEST PROCESS

2.1 Submission of Requests

All refund requests must be submitted in writing and include the participant's name, contact details, registration information, and the reason for the request.

2.2 Review Process

Refund requests will be reviewed by the Big Camp organising team. Participants will be notified of the outcome within a reasonable timeframe following review.

3. NON-REFUNDABLE SITUATIONS

Refunds will not be granted in the following circumstances:

- Failure to attend Big Camp without prior notice or without exceptional circumstances.
- Where a participant is asked to leave Big Camp due to a breach of the Big Camp Terms and Conditions, Code of Conduct, safety requirements, or event rules.
- Any portion of the registration fee that is identified as a donation.

4. GENERAL CONDITIONS

- Refund amounts are calculated on the total registration fee paid, excluding non-refundable components.

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- Approval of any refund is at the discretion of the Big Camp organisers and is subject to this policy.

5. POLICY REVIEW

The Big Camp organisers reserve the right to amend this policy at any time. This policy will be reviewed periodically to ensure it remains clear, relevant, and effective.

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Related Documents	<ul style="list-style-type: none">• Terms and Conditions of the event