

THE DUCATI OWNERS CLUB OF VICTORIA  
**REFUND POLICY**

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## Purpose

The Ducati Owners Club of Victoria is a not for profit organisation aimed at bringing together like minded Ducatisti. In doing so the Club will hold various events for which members must pay to attend, however, there will be circumstances from time to time, whereby members will request a refund on monies paid on the occasion that they are no longer able to attend an event.

The purpose of this document is to formalise guidelines to be used when granting refunds for the regular events hosted by the Ducati Owners Club of Victoria.

This policy will be owned and managed by the Treasurer and should be reviewed every 2 years.

## Refund Principles

Where refunds are approved the club must ensure all non-recoverable costs are covered and the margin set for the event is maintained. Noting that the margin required will be set individually for each event at the time of finalising the event pricing.

Any administration costs incurred in the process of the refund will also be deducted from the final refund amount (e.g. PayPal fees).

The refund may then be to the value of the cost avoided by the cancellation less any administration fees incurred in the cancellation.

In exceptional circumstances a refund may be granted to a member outside of these guidelines upon request with the approval of both the relevant Ride Captain and the Treasurer. The refund amount should be determined within these guidelines.

These principles apply to all events hosted by Ducati Owners Club of Victoria and are to be read in conjunction with the following event specific clarifications.

Where an event is cancelled by Ducati Owners Club of Victoria, these principles do not apply, and refunds will be provided.

## Fun Days

No refunds are available for Fun Days.

Exceptional circumstances may be approved as per the Refund Principles. A refund will not be approved for a change of mind due to weather conditions or work commitments.

Where a member commences a Fun Day but is unable to complete the day for any reason, e.g. due to technical issues or a crash, they are not eligible for a refund.

## Overnight Rides

The club will only provide a refund of pre-booked costs (such as accommodation) if the cancellation is made prior to the supplier or service providers' non-refundable window, allowing an additional 24 hours for the club to advise the provider.

For example, if the provider is willing to refund pre-booked costs up until 2 weeks prior to the event, a refund will only be given if the club is notified of the member's intention to cancel at least 24 hours before that 2 week window date. If the provider's non-refundable window is 4 weeks, to be eligible for a refund the member would need to advise the club of their intention to cancel at least 24 hours before that 4 week window date.

If there were other costs incurred prior to the member cancelling, such as t-shirt printing, these costs will be deducted from the refund.

If a member is no longer able to attend a ride but can replace themselves with another attendee, the registration will be transferred at no penalty to the member, if done so up to 1 week (7 days) prior to the event. Regardless of whether a refund is applicable or not, any changes requested within 1 week prior to the event will be at the sole discretion of the event organiser, noting that the organiser is volunteering their time and may not have the capacity to make the requested changes due to other commitments leading up to the event (i.e. if they have already sent confirmed names lists to suppliers or service providers).

Where a member commences an event but for any reason is unable to complete the event, they are not eligible for a refund unless the exceptional circumstances are approved by the Club Captain and Treasurer. The amount of the refund will be at the sole discretion of the Treasurer and will take into consideration unrecoverable costs incurred by the club.

## Pre-Booked Events

In the instance that the Ducati Owners Club of Victoria hosts an event that requires registration and payment, members will only be eligible for a refund of costs avoided if the cancellation is received prior to the cut-off date.

The nominated cut-off date is to be determined on an individual event basis dependent on the lead times associated with costs incurred for the event.

## Pre-Ordered Items

Where the Ducati Owners Club of Victoria places an order for merchandise, or similar, on the basis of pre-orders, members will only be eligible for a refund if the pre-order is cancelled prior to the placement of the material order.