

# Boroondara Tennis Centre Tournament Refund Policy

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All Boroondara Tennis Centre tournaments will adopt the following policy for the refund of tournament entry fees. This policy has been adopted directly from the Tennis Australia guidelines as set out in the Tournament Regulations for National Open and Optus Junior Tour tournaments.

**All refunds** will incur a \$5.00 administration fee. Please note that online entries include a minimum \$4.00 online processing fee, which is built in to the entry price. This processing fee is collected by Active Online and is not received by the Boroondara Tennis Centre, therefore any refunds for online entries will also exclude this amount, before any other reductions are made.

Entry fee refunds for players withdrawing from a tournament will then be processed based on the following sliding scale:

1. All medically or non-medically supported withdrawals made before the 14-day withdrawal deadline will be issued with a full refund of their entry fee.
2. Any medically supported withdrawals after the 14-day withdrawal deadline, but before the release of the draw, will be issued a refund of 75% of their entry fee.
3. Any medically supported withdrawals after the release of the draws, but before a player's first scheduled match, will be issued with a refund of 50% of their entry fee.
4. Any non-medical withdrawals after the 14-day withdrawal deadline, but before the release of the draw will be issued with a refund of 50% of their entry fee.
5. Any non-medical withdrawals after the release of the draw will not be issued a refund of their entry fee.

Notification of a withdrawal must be made to the tournament director in writing. By far the best way to do this is by email. No player will be withdrawn from a tournament until we have received their written withdrawal.

For the purpose of issuing refunds, the date we receive your written withdrawal notification is the date you are considered to have withdrawn from the tournament, and this date will be used to calculate the amount you will be refunded.

Supporting medical certificates must be submitted to the Tournament Director before the conclusion of the tournament. These can be mailed, faxed to 9852 0650 or emailed to [info@boroondaratenniscentre.com.au](mailto:info@boroondaratenniscentre.com.au)

It is the player's responsibility to be aware of the withdrawal procedures and to ensure that any withdrawal notification or medical certificates are received by the Tournament Director.



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