

Refunds

We strive to ensure that customers are fully satisfied with their purchases and entries to events through our online service. However, we understand that there are several situations that may warrant a refund, including cancellation of a registration for an Event.

Event Registration Refund Policy

All requests for a refund must be made in writing through refunds@iska.com.au stating the reason for your request. ISKA's General Manager will collate all refund requests and forward them to the appropriate Event Promoter. Refunds will be assessed in accordance with the following:

- Cancellations made within 7 days prior to the event will be refunded as follows:
 - Where a medical certificate is provided we will provide a full refund.
 - Where a non-medical cancellation is requested we reserve the right to assess the request on its own merit. We will not disallow a refund where in the opinion of ISKA there are reasonable grounds for a cancellation and we will provide a full refund.
 - Where in the opinion of ISKA the cancellation is due to a 'Change of Mind', we will provide a refund equivalent to the entry fee paid less an administrative fee of \$20.00.
- Cancellations made 6 days prior to the event and up to 14 days after the event will be refunded as follows:
 - Where a medical certificate is provided we will provide a full refund.
 - Where a non-medical cancellation is requested we reserve the right to assess the request on its own merit. If ISKA determines reasonable grounds for a cancellation and we will provide a refund equivalent to the entry fee paid less an administrative fee of \$20.00.
 - Where in the opinion of ISKA the cancellation is due to a 'Change of Mind', we will not provide a refund.