REGISTRATION, PAYMENT & CANCELLATION POLICY

15-17 JANUARY 2027 | TOWNSVILLE, QUEENSLAND

North Queensland Netball Academy (NQNA) is committed to delivering a high-quality Netball X experience. Places are limited and event arrangements are made in advance. These conditions apply to all Netball X registrations, subject to participants' rights under Australian Consumer Law.

1. Registration and payment

- A 50% deposit of the total package fee is required at registration.
- The remaining 50% must be paid by 10 January 2027. Bookings made on or after that date require payment in full at registration.
- A participant may not attend until the package has been paid in full, unless an alternative arrangement has been approved in writing by NQNA.
- If a balance remains unpaid after the due date, NQNA may cancel the booking after making reasonable efforts to contact the purchaser. Any amounts already paid will be handled under these terms and applicable law.

2. Availability and confirmation

Places are subject to stream capacity, residential allocation and eligibility requirements. A payment receipt acknowledges the transaction; NQNA will separately confirm the participant's place after checking availability and eligibility.

If NQNA cannot provide a purchased place because of overselling or ineligibility identified before the booking is confirmed, it will contact the purchaser promptly. If an alternative is not suitable or accepted, NQNA will refund the amount paid for the unavailable booking, including any transaction fees paid to NQNA for that booking.

3. Change of mind and non-attendance

- No refund is offered simply because a participant changes their mind or decides not to attend.
- No refund or credit is ordinarily available for non-attendance without prior notice, late arrival, early departure or choosing to miss individual sessions.
- These conditions do not override any statutory right to a refund or other remedy.

4. Injury, illness or exceptional misadventure

If injury, illness, a family emergency or another significant event beyond the participant's reasonable control prevents attendance, NQNA offers the following discretionary arrangements (in addition to any legal entitlements):

- If the vacated place is filled from the waiting list: a full refund of registration payments received for that place.
- If the vacated place cannot be filled: an NQNA service credit of 50% of the total package price, capped at the amount actually paid. For example, a participant who has paid only the 50% deposit may receive that paid amount as a credit, without any additional cash refund under this discretionary arrangement.

The purchaser must notify NQNA in writing as soon as reasonably practicable. NQNA may request reasonable supporting information, such as a medical certificate. Each request will be assessed fairly in its circumstances.

Credits may be used for eligible future NQNA coaching, clinics, camps or services, subject to availability; are not redeemable for cash; and will be valid for three years from issue. Credit arrangements do not replace any refund or remedy required by law.

5. Residential participation

- Residential participants must be at least 14 years old on 15 January 2027.
- Accommodation is twin share for the nights of Friday 15 and Saturday 16 January 2027.
- Room allocations are determined by NQNA, taking into account age, safeguarding considerations and reasonable requests.
- Residential participants must comply with communicated supervision, accommodation, conduct and safety requirements. Any consequences of serious misconduct will be considered in context and in accordance with applicable law.

6. Changes, cancellation or non-delivery by NQNA

NQNA may make reasonable changes to the timetable, sessions, presenters or program where necessary to deliver a safe and effective event. Material changes will be communicated as soon as practicable.

If NQNA cancels the event, cannot provide a purchased package, or fails to deliver services in circumstances that give rise to a right to a remedy under Australian Consumer Law, NQNA will provide the remedy required by law, including a refund where applicable. A service credit will not be imposed in place of a legally required refund.

7. Transfers and substitutions

A participant substitution or transfer may be considered with NQNA’s prior written approval, subject to stream suitability, residential eligibility, safeguarding requirements and available places. Registrations must not be transferred without approval.

8. Consumer rights

Nothing in this policy excludes, restricts or modifies rights or remedies that cannot lawfully be excluded under Australian Consumer Law. Where those rights apply, they take precedence over these discretionary cancellation and credit terms.

9. Requests and contact

Cancellation requests, transfer enquiries and other registration matters must be sent in writing to hello@nqna.com.au, including the participant’s name, package and reason for the request.

By registering for Netball X, the purchaser acknowledges these terms, subject to applicable consumer protections.