

The Cage Refund Policy

Accountable: SBA CEO	Last Revision Date:	Policy: 23.0
Authorised: SBA President	Original Date: 10 September 2021	Version: 1.0

1. Purpose:

The purpose of this policy is to detail the refund policy regarding bookings made for The Cage training experience.

2. Introduction:

2.1 The SBA's refund and exchange policy complies with the Australian Consumer Law (ACL).

2.2 The SBA is not required to provide a refund if you change your mind.

2.3 If there is an issue with the equipment the SBA will offer an alternative training time of your choosing, or a refund, whichever is deemed appropriate.

2.4 For more information regarding your consumer rights and guarantees it is recommended that you visit the ACCC website.

3. Terms and Conditions:

3.1 Full payment is required at time of booking.

3.2 The number of participants can be modified, up until the close of business on the day prior to your booking.

3.3 For cancellations:

- If you cancel your booking **more than 24 hours** prior to the day of your booking, you will have the choice to re-schedule the booking for an alternative date (subject to availability) or receive a refund.
- If you cancel your booking **less than 24 hours** prior to the day of your booking, no re-booking or refund will be permitted.

3.4 As per Australian Consumer Law, the SBA will reschedule the booking or provide a refund (whichever the SBA deems appropriate) to the same value, if the SBA finds it necessary to cancel sessions/participation in "The Cage". Please note there is no refund or re-booking available

should a participant fall ill, get injured or change their mind within 24 hours of the booking, unless at the discretion of management.

3.5 Upon arrival at the stadium, it is the responsibility of the customer to provide proof of their booking details before proceeding to "The Cage".

3.6 Customers are expected to always comply with the rules and guidelines regarding use of the equipment and behave in an appropriate manner. Failure to do so may result in removal or suspension from The Cage.

4. Review:

This policy is to be reviewed by the SBA Board annually.