



How to process a refund request (Clubs)

Club Committee Quick Guide

What to do when a member asks for a refund on an event

Members pay for club events through Rubric and into the club account.

Only SSA can action the payment of a refund. Clubs cannot pay refunds directly or in cash.

Your committee's role is to check the request is eligible, authorise it, and pass it to SSA. Work through the steps below in order.

- 1 Collect the request details**

Ask the member for everything you need to assess and process it: their name and student ID, the event name and date, the amount paid, the date of purchase, and the reason for the refund. Log the request so there is a clear record.
- 2 Check it isn't a "no refund" event**

If the event listing clearly stated that refunds would not be given and the member agreed to those terms at purchase, a refund cannot be issued. If so, stop here and let the member know.
- 3 Confirm it meets the eligibility conditions**

SSA will only consider a refund where at least TWO of the following four conditions are met:

 - **a.** The Club President or Treasurer has authorised the refund;
 - **b.** There are sufficient funds in the club account;
 - **c.** The ticket/product was purchased through Rubric; and
 - **d.** The purchase was made using a payment card belonging to the person requesting the refund.
- 4 Submit the refund request by the prescribed form**

Send the request via the prescribed form for each specific refund request with the following information:

 1. The member's name
 2. The event
 3. The reference number/s to the purchase(s)
 4. Upload any information about the payment.

The form can be accessed here – <https://portal.hellorubric.com/form?fid=7370>

Please note that the amount refundable is less the fees incurred.
- 5 Confirm the outcome with the member**

Once SSA has actioned it, let the member know the result and keep a copy on file. If the refund is declined, explain which condition was not met.

REMEMBER

- **Deadlines:** Club membership fees become non-refundable 21 days after purchase. Action event refunds promptly. Exemptions for exceptional circumstances can only be granted by the Lead, Clubs & Sport.
- **No cash:** SSA does not accept or refund cash. All money moves through Rubric and the club account.
- **Chargebacks:** If a member instigates a chargeback through their bank, any costs incurred are the club's responsibility.