POLICY NAME	SAFA Policy on Membership Fees Cancellation / Refund	POLICY NO.	15
POLICY TYPE	Formal Policy	POLICY Approval Date:	12 October 2026
PUBLICATION DATE	12 October 2026	VERSION NO.	3
EFFECTIVE DATE:	19 October 2026	POLICY REVISION DATE:	12 October 2026

SAFA Policy on Membership Fees Cancellation / Refund

1. **Introduction**. This policy is made pursuant to clause 16 of the Sports Aviation Federation of Australia Limited (SAFA) Constitution and should be read in conjunction with that clause.

2. **Purpose**. SAFA accept cancellation/resignation of membership in accordance with the SAFA Constitution and will process refunds of membership fees in accordance with this policy.

   This policy excludes Regional Development Levies and Club Membership fees. Refunds of any Regional Development Levies, Club Membership, or other such payments, cannot be authorised or made by SAFA and should be directed, in writing, to those entities.

3. **Overview**: SAFA membership fees are usually non-refundable. Once a SAFA membership has been granted, SAFA is under no obligation to provide a cancellation or refund, except where required by law.

   When exceptional circumstances can be shown to exist, the pro rata amount of the annual membership fee not exceeding 6 months may be refunded at the sole discretion of the Chief Executive Officer (CEO). Refund of membership fees may incur an administration fee of $50.00 which shall be deducted from the amount of the refund.

3.1. **Exceptional Circumstances.** A member may apply for a refund in the case of financial hardship, or due to a change in personal circumstances such as terminal, or permanent incapacity. Supporting documents may be requested by the CEO.

A partner or spouse may apply for a refund within the guidelines of this policy if the death of the members occurs during the membership period.

Membership fee refund applications should be made in writing/email.

3.2. **Overpayment Refund.** Where an error has been made by SAFA, or a banking error which results in an overpayment being made. The SAFA Administration Staff in consultation with the member will refund by either a credit of the overpayment to their membership or a refund to the member by the method the payment it was made.

3.3. **Other Circumstances.** In other circumstances not satisfying 3.1 or 3.2 a refund determination may be made by the CEO.

4. **Scope and Application**. This policy applies to all members of SAFA.

5. **Definitions**

Board, means SAFA governing body, elected from the membership.

Chief Executive Officer (CEO), means the individual occupying the position of Chief Executive Officer.

Policy, means a statement about what is to occur in relation to the operations of SAFA, which has the corporate authority of the board or by delegation, the CEO. Policy statements are not normally concerned with how policy will be implemented – this is a matter of process, procedure and guidelines as used by those responsible for implementing the policy.

Member, means a natural person as detailed in the SAFA policy on Members.

SAFA Administration Staff, means persons employed by SAFA to implement processes and procedures administratively.

Version History				
Version	Approved By:	Revision Date:	Description of Change	Author
1	The Board	3 February 2025	Reformatted and reviewed	CEO
2	The Board	11 June 2026	Sections 2 & 5 editorial changes, section 3 amended	Board
3	Board	12 October 2026	Para 3.3 Other Circumstances added	M Pike