



## **SSACT Online Payments and Ordering Policies**

### **Security Policy**

School Sport ACT uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by School Sport ACT or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre,
- further protecting your credit card data.
- eWAY is an authorised third-party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your
- credit card to the merchant account held by.
- All Credit Card payments incur a surcharge, which is a blended amount of all permitted cards merchant fees and has been approved by the ACCC.

**Note: For Direct Transfers into the SSACT account, it requires a manual touch by a staff member for the payment amount to be deducted from the student's amount owing, this may take up to 3 days.**

### **Delivery Policy**

After making payment or placing a uniform order online, you will receive an email confirmation from eWAY containing your transaction details (if you have provided your email address). The system will normally confirm receipt of your transaction within a few minutes of ordering. Your uniform order will be collated as a team by the SSACT Office and sent to One Sportswear on your behalf. One Sportswear endeavour to deliver all uniform items 10 days prior to the Championship.

If delivery of the uniform is to be later than 10 days prior to the Championship, you will be informed by your Team Manager. If you wish to query delivery time, please contact your Team Manager.

### **Exchange & Refund Policy**

#### **Payments**

The \$5 registration fee paid to register a student to attend a trial is not refundable. This includes the circumstance where the student's Principal does not approve attendance to trial or represent the ACT.

The \$200 Deposit paid to accept a position once selected must be paid within 7 days of selection as travel, accommodation and uniform arrangements will commence from this point. The deposit is fully refundable up until 6 weeks prior to the Championships – this may be accessed if a student is injured or the family’s situation changes.

If a student withdraws from a team within 6 weeks prior to the Championship, and a replacement is not found, the deposit will be forfeited, as the team budget is based on the full number of team members and non-refundable travel payments have been incurred by SSACT on the student’s behalf.

Payments for attendance at the Championship are requested in instalments and cover the following;

- Championship Levy (determined by host state- variable)
- School Sport Australia Levy
- SSACT Travelling Team Levy
- Uniform items (variable)
- Travel and Accommodation if travelling with the team (variable)
- Pins
- Photos
- Incidentals – to cover smaller items for the Championship needed by the Officials
- Assistant Coach or Sports Trainer coverage (These positions are optional and only added to the team budget at the discretion of Team Management)

### **Uniform**

It is the responsibility of the person ordering the uniform online on the student’s behalf, to ensure they have ordered the correct size and items as outlined by Team Officials.

Your Team Manager is responsible for the distribution of your uniform purchase once delivered by One Sportswear to the SSACT Office. If for any reason, you are not completely satisfied with your uniform purchase, please first inform your Team Manager. If an error in sizing has occurred from your order to what is delivered SSACT will endeavour to exchange the item for the appropriate size. An exchange can only occur if the item is unworn and in original condition and packaging.

Regarding uniform, a refund can only occur if there is a manufacturer’s fault in the clothing item, otherwise SSACT and One Sport will conduct a direct exchange for items of the wrong size or a change of mind *if* items are available in time for Championship departure.

Notification of any issue with a uniform order, that requires a request for exchange or refund, needs to be supplied to the School Sport ACT office **within 30 days of receiving the item.**

A student who withdraws from a team and does not compete is still accountable, and will only receive, individually specific items such as a playing top with designated name/number printed, as they cannot be on sold. All remaining items will not be provided, and a refund can be arranged, exclusive of the \$200 deposit.

**Note: Extra care needs to be taken when ordering the playing strip as it is often sport specific, not held in stock, and often personalised with a number, an exchange is an unlikely probability.**