

Refund Policy

This policy outlines circumstances in which a refund will be made.

QAST is a not-for-profit entity with an all-volunteer committee. We aim to provide a competitive alpine race programme at a reasonable cost and we budget for season-long athlete participation. However, injuries and exceptional circumstances do arise and our Refund Policy outlines the circumstances in which you will be eligible for a refund of that portion of your fees for the period that your athlete is unable to train.

You will not be entitled to any refund of fees in the event of an injury that prevents your athlete from training unless you have purchased QAST Injury Insurance at the time of enrolment.

If you have purchased QAST Injury Insurance at the time of enrolment, you are entitled to a refund under the following circumstances:

Injury – Minor injuries are commonplace in alpine ski racing and many athletes will miss some training days as a result of minor injuries. Should your athlete suffer a more serious injury, there is a two-week stand-down period after which you will be eligible for a pro-rata refund of fees paid for the ensuing period of time that your athlete is unable to train due to injury. We require a Doctor's Medical Certificate to support your refund claim.

Exceptional Circumstances – in the event of exceptional circumstances such as a family bereavement, the QAST Committee may at its discretion, refund fees for an athlete who is either withdrawn from the programme or is required to be absent for more than the two week stand-down period.

All refund requests must be submitted in writing.