

HJRU - Refund Policy

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Players with an active registration for a Season and have paid via credit card can apply for a refund in their Rugby Xplorer Portal.

The following is HJRU registration refund policy:

- If request is received before any games played – 100% of the registration fees will be refunded less 3% which is what HJRU are charged as credit card fee. (this includes trial matches)
- If request is received between the clubs first scheduled trial match and round 1 of the season – 70% of the registration fees will be refunded.
- If the request is received before Round 5 of the season – 50% of the registration fees will be refunded.
- If the request is received after the 5th round of the season – no refund of the registration fees will be given.
- If the request is received after a Wildfires Representative trial and before Round 1 of the season – 70% of the registration fees will be refunded.

If you paid with Zip Pay and/or an NSW Active Kids Voucher, you can apply for a refund by completing the [Rugby Australia Application for a Refund of Participation Registration Fees form](#) and providing it to your club. Your club will pass this form along to all relevant parties to approve/decline the request (club, association, state and national bodies). You will be able to receive your eligible refund amount from your club.

Note: Hunter Junior Rugby does not stop your Zip Pay re-payments. If your refund is approved and paid back to you via your club, you can use these funds to settle your debt with Zip Pay directly

There are two options for when requesting a refund, Rugby Xplorer credit or cash refund. You can choose your preference however, the decision is ultimately up to the club, parent organisations and national admins.

1. My Account > My Profile
2. Expand 'Registration History'
3. Registrations that are eligible for a refund will have a 'Refund' button next to them
4. Click "Refund"
5. Select Refund option preference
 - Rugby Xplorer Credit
 - Cash Refund
6. Enter 'Reason' for request, add as much detail as possible
7. Click "Request"

When the request has been processed, the Player will receive an email with information on which components were approved or declined and whether it was cash refund or Rugby Xplorer credit.

Rugby Xplorer credits can be used for your next registration. Credits may take 24 hours to appear on the member's account from time of processing.

- Note, Rugby Xplorer credits cannot be transferred to another club, another player's registration and/or cannot be changed to a refund once a credit has been processed.
- Please ensure the "Reason" for the refund request is clear to assist each entity admin with the process.

Cash refunds will be refunded back to the participant's credit card used at the time of registration and can take ~5-8 business days to appear back in the account.

To view your credits:

1. My Account > My Credits
2. View your Rugby Xplorer Credits. Each breakdown is shown based on the entity (e.g. Club, Parent Organisations and/or National).
3. Rugby Xplorer Credits will automatically be deducted from the participant's next registration. They will appear as a discount on the Payment Summary page.