

GYMEA
57 Manchester Road
Gymea NSW 2227
T. 02 9540 1933

CARINGBAH
28-30 Banksia Road
Caringbah NSW 2229
T. 02 9524 9135

HELENSBURGH
30 Boomerang Street
Helensburgh NSW 2508
T. 02 4294 1122

Tradies Refund Policy

Tradies accepts Visa and Mastercard (credit or debit cards) and American Express cards for payment of Australian Dollars.

Online Payment service is secured through SecurePay and Tradies will provide a receipt that identifies payment amount that will be credited to the invoice you have nominated. Payment will also be displayed on your personal Visa, MasterCard or debit card and or American express Card statement. Please ensure you record the receipt number for proof of payment or alternatively print the receipt.

Membership Applications

Membership fees, once paid and processed, are not refundable other than in exceptional circumstances. Applications for refund must be made in writing to the Accounts Department, setting out exceptional circumstances claimed. All applicants will be considered on a case-by-case basis and the decision by Tradies is final.

Where an error has been made by the banking facility which results in an overpayment being made, the bank in consultation with the member, refund by either a credit of the overpayment to the membership, or alternatively by cheque payable for the full amount of the overpayment. Cheques will be sent within 14 days to the member's address as shown on the membership database.

Functions/Events

A tentative booking will be held for up to fourteen (14) days. If after fourteen (14) days the event is not confirmed, Tradies may release the booking hold without notice. A minimum deposit of \$300 is required to secure bookings. Upon receipt of the deposit, booking form and signed copy or online acknowledgement of the terms and conditions, Tradies will forward a confirmation by letter or receipt. The deposit will be deducted from the final account. Where a member cancels a booking within 14 days of the confirmed date of the event, Tradies will retain the deposit.

Any interruption to the event due to mechanical or electrical failure will not give rise to a refund of any kind.

It is the responsibility of the event organiser to ensure that guests arrive on time for all aspects of the event; if guests arrive late Tradies is not entitled to provide additional catering or delay the Club's service.

The event organiser is aware that all laptop, PowerPoint and/or DVD presentations need to be tested 1-2- weeks prior to the event. If for any reason these items do not function appropriately and the Tradies team have exercised all options in an attempt to operate these items successfully a refund claim is not valid.

A refund of part or full payment of a function booking will only be made prior to fourteen (14) days from event and in consultation with the Business development Manager. In this instance notification will be provided to the Accounts Department who will process a refund payment made to a nominated account or by cheque within a 14 day period from claim.