

MACCABI AUSTRALIA INCORPORATED

22nd MACCABIAH 2025 (M25) TEAM AUSTRALIA REFUND POLICY

September 2024
Updated 9 April 2025

MACCABI AUSTRALIA M25 REFUND POLICY

The Maccabi Australia M25 Refund Policy outlines the circumstances under which refunds and/or retained amounts may apply for the 2025 Maccabiah Games (M25). These circumstances include:

- a. Cancellation of the Maccabiah 2025 Games (M25) by the organisers
- b. Team Member withdrawal for medical reasons
- c. Team Member withdrawal or removal from the Team
- d. Changes in Australian Government travel advice
- e. Flight cancellations

This policy is intended to ensure fairness and clarity on refunds and retained amounts for all Team Members.

1. Cancellation of M25 by Maccabi World Union (MWU) – If M25 is cancelled by the organisers before 30 April 2025, \$1,000 will be retained to cover non-recoverable costs incurred by Maccabi Australia, such as uniforms, admin costs and credit card fees. All other payments made to Maccabi Australia and MWU will be refunded after Maccabi Australia receives funds from MWU (Note: Additional airline fees may apply as outlined in point 6).

2. Maccabi Australia Team Withdrawal

Maccabi Australia prioritises the safety and well-being of all Team Members. If Maccabi Australia withdraws the Team for any reason, including but not limited to, a “Do Not Travel” (Level 4) warning issued by the Australian Government for Israel, refunds will be provided subject to non-recoverable costs incurred by both MWU and Maccabi Australia. The closer the withdrawal is to M25, the higher the non-recoverable costs. Retained amounts will be applied according to the table below.

Date of Withdrawal	Retained amount (Excluding flight cancellation fees – see point 6)
Prior to 30 th November 2024	\$100 per Team Member
Prior to 30 th April 2025	\$1,000 per Team Member
1 st May to 15 th May 2025	\$2,300 per Team Member
16 th May to 2 nd June 2025	\$3,500 per Team Member
3 rd June 2025 - departure	A maximum of \$8,500* per Team Member

* Maccabi Australia will do its best to minimise this amount based on non-refundable costs

Note: If a “Do Not Travel” (Level 4) warning applies only to specific parts of Israel that do not affect M25, Maccabi Australia will assess whether a team withdrawal is necessary.

3. Junior Team Withdrawal

In the interest of the safety and well-being of our Junior Team Members, Maccabi Australia may decide not to send the Junior Team to M25. This decision will be made before March 30, 2025. In such a case, a \$650 amount per junior team member will apply to cover non-

recoverable costs (or \$100, if the decision is made before 30 November 2024).

4. Withdrawal for Medical Reasons

If a Team Member is forced to withdraw for medical reasons under the advice of a medical practitioner, they will be entitled to a full refund minus \$100 non-recoverable costs if before 30 November 2024, or \$1,000 after that date. A written withdrawal, along with a doctor's report must be provided to the M25 Head of Delegation. Uniforms will not be issued to the Team Member in such cases.

5. Individual Team Member Withdrawal or Removal

If a Team Member voluntarily withdraws after accepting their offer and signing the Team Membership Agreement, or if they are removed from the team for breaching the agreement prior to departure, refunds will be issued subject to the retention schedule in the table above. A voluntary withdrawal must be submitted in writing to the M25 Head of Delegation.

6. Flight Cancellations

If airlines do not refund cancelled Team Flight costs to Maccabi Australia, the airfare component of Team Member's participation fees cannot be refunded. These non-refundable airline costs are in addition to the retained amounts in the table above. As per the Team Membership Agreement, Team Members must purchase travel insurance. They can use PassportCard, Maccabi Australia's preferred insurance provider or the Team Member's own insurer. Maccabi Australia will not be responsible for any refunds relating to flights purchased separately by Team Members.

GENERAL PROVISIONS

- a) **Notification of Withdrawal:** All withdrawals must be communicated in writing to the M25 Head of Delegation as soon as possible. The date of the written notification will determine the applicable retentions and refund amounts. Uniforms will not be issued to the Team Member if they choose to withdraw or breach the Team Membership Agreement.
- b) **Travel Insurance:** All Team Members must purchase comprehensive travel insurance covering trip cancellations, travel medical emergencies, and other travel-related incidents. Maccabi Australia will not be responsible for any costs that could have been covered by travel insurance. Passport Card is Maccabi Australia's preferred insurer, though team members may choose their own insurance provider. However, Maccabi Australia will not be liable for any gaps in coverage. Maccabi Australia recommends that Team Members take out their travel insurance as soon as instalment #1 of their Games participation fee is paid.
- c) **Non-Recoverable Costs:** In the event of cancellation or withdrawal, there may be additional non-recoverable costs from third-party providers that Maccabi are not yet aware of. These costs may be charged to Team Members when applicable.
- d) **Refund Processing Time:** Refunds, when applicable, will be processed within 90 days of

receiving written notification of withdrawal or cancellation. Delays may occur if Maccabi Australia must first obtain refunds from third parties.

- e) **Australian Sports Foundation (ASF) Donations:** Donations made to the Australian Sports Foundation may not be refundable. For this reason, it is recommended that donations in relation to M25 should be made after April 30, 2025.
- f) **Policy Changes:** Maccabi Australia reserves the right to modify this refund policy at any time.
- g) **Force Majeure:** In the event of circumstances beyond the control of Maccabi Australia (including but not limited to natural disasters, acts of war or terrorism, or government restrictions), Maccabi Australia may be unable to fulfill its obligations under this refund policy. In such cases, reasonable efforts will be made to provide refunds or alternative solutions where possible.