



## Active Kids Voucher



Cricket NSW is pleased to announce that Active Kids Vouchers are available for all Woolworths Cricket Blast and Club Cricket Registrations.

The Active Kids Program represents an unprecedented opportunity for new players to participate, and to provide parents of returning players the opportunity to receive a contribution towards the cost of registering their child, up to a value of \$100.

### Who is eligible to claim the voucher?

- Parents, guardians and care-givers of enrolled school children aged 4.5 - 18 years old from Kindergarten to Year 12 whom reside in NSW
- Children whom are home-schooled and reside in NSW
- Students enrolled in secondary school education at TAFE NSW and reside in NSW
- One voucher will be available for every child in the family annually over the next four years.

### How do you claim a voucher?

Parents, guardians and carers can claim an Active Kids voucher through the [Service NSW website](#). They will need their Medicare card details to complete the transaction.

### How do you redeem a voucher?

Redemption of Active Kids Vouchers for Woolworths Cricket Blast and Club Cricket Registrations is only possible when registering a child via the [playcricket.com.au](#) website. At the final payment screen there will be an opportunity to enter a voucher code, where up to \$100 will be subtracted from the total amount owing. The details of the student being registered must match the details connected to the voucher for the voucher to be accepted by the system.



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### How long are vouchers valid?

The voucher can be used at any time during the calendar year it was issued on any Cricket registration in NSW.

### Can vouchers be used for more than one transaction?

Vouchers can only be used once, hence vouchers cannot be split between multiple sports, clubs or registrations.

### What if the registration fee is less than \$100?

If the registration fee has been set at less than \$100, then upon redemption of the voucher, the amount owing will be \$0.00, however any residual amount remaining on the voucher cannot be redeemed. For example, if a registration fee has been set at \$80.00, then \$80.00 of the voucher will be redeemed and the remaining \$20.00 will not have been redeemed, nor be able to be redeemed in the future.

### Are the vouchers refundable?

Once redeemed in any capacity, Active Kids Vouchers cannot be refunded or reprised in any form. Clubs, Associations, Cricket Blast Centres and other cricket providers (aka "providers" may wish to provide a monetary refund equal to the value of the voucher that was redeemed, but are under no obligation to do so.





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### **Cricket NSW Guidelines for refund requests.**

**Scenario: Player or Parent registers for a product, program or registration, but prior to the commencement of the activity, wishes to no longer participate.**

Remedy: Providers should offer to transfer the participant across to an alternative product, program or registration, which may be more suitable. If this is not desired by the player or parent, Cricket NSW expects that a full refund is made to the value of the amount paid. Increasing the refund to compensate for the value forgone from any Active Kids Voucher is encouraged but not obligatory.

**Scenario: Player or Parent registers for the incorrect product type, program type or registration type.**

Remedy: Providers are encouraged to facilitate a transfer of the participant across to the desired product, program or registration, where feasible. If this is not feasible, Cricket NSW expects that a full refund is made to the value of the amount paid. Increasing the refund to fully compensate for the value forgone from any Active Kids Voucher is encouraged but not obligatory.

**Scenario: Player or Parent registers for a product, program or registration in good faith, but circumstances beyond their control have dictated that the player will no longer be able to participate.**

Remedy: Providers should check to see if an alternative product, program or registration may be more suitable. If this is not the case, Cricket NSW expects that a full refund is made to the value of the amount paid. In this circumstance, Cricket NSW expects the provider to increase the refund by an equivalent amount to fully compensate for the value forgone from any Active Kids Voucher is expected.

**Scenario: Player or Parent registers for a product, program or registration in good faith, but circumstances beyond the provider's control have dictated that the player will no longer be able to participate.**

Remedy: Providers should check to see if an alternative product, program or registration may be able to be provided and is desired by the participant. If this is not the case, Cricket NSW expects that a full refund is made to the value of the amount paid. In this circumstance, Cricket NSW's position is that the provider must increase the refund to fully compensate for the value forgone from any Active Kids Voucher.