Should you have any questions regarding this policy, the Community Fundraising and Events Team is here to help. Email us at fundraising@strokefoundation.org.au

Stroke Foundation Counterstroke Golf Classic Cancellation Policy

In the event the Counterstroke Golf Classic is cancelled due to COVID-19, related Victorian Government restrictions, or unforeseen circumstances such as dangerous weather, we will offer a full refund for all tickets. Refunds may take up to 30 days to be processed. Please note donations are not refundable.

If you are no longer able to attend your event day you will be eligible for a refund on the following basis:

7 days prior to event - full refund (less 2% processing fee).
Up to 72 hours prior to event - 50% refund (less 2% processing fee).
Within 72 hours of event - no refund available.

To avoid this, please endeavour to secure a replacement player. Requests should be made in writing to fundraising@strokefoundation.org.au. Refunds may take up to 30 days to be processed. Donations are not refundable.

Please note that partial refunds and processing fees are used to recoup costs to Stroke Foundation. Stroke Foundation is required to pay catering fees, or greens fees for all players 72 hours before each event. Stroke Foundation is subject to processing fees for online transactions. We thank you for your understanding. Should you require any further information on this please reach out to fundraising@strokefoundation.org.au.

If you wish to transfer your ticket to an alternate event or day, please make your request to fundraising@strokefoundation.org.au. Transfers will be accommodated pending availability.

Thank you,

Community Fundraising and Events
fundraising@strokefoundation.org.au
03 9918 7229