

A background image showing a bowling lane with several white bowling pins standing in the distance. In the foreground, a blue bowling ball with a marbled pattern is partially visible, positioned as if about to be thrown. The image is split diagonally by a black line.

ONLINE SALES, PAYMENTS, DELIVERY & REFUND POLICY

TENPIN BOWLING AUSTRALIA

OCTOBER 2026
V1.0



Tenpin Bowling Australia Limited

Online Sales, Payments, Delivery and Refund Policy

Last updated: 12 October 2026

1. About This Policy

Tenpin Bowling Australia Limited (TBA) is the national sporting organisation responsible for the governance, promotion and development of tenpin bowling in Australia.

This policy explains the terms applying to online purchases and payments made through the TBA website and associated registration, booking and payment platforms operated by or on behalf of TBA.

It provides information about the goods and services offered, payment methods, pricing, delivery, cancellations, refunds and other conditions relevant to online transactions.

2. Contact Details

Customers may contact TBA regarding online purchases, membership registrations, event entries, payments, delivery or refunds using the following details:

Tenpin Bowling Australia Limited

- Website: <https://www.tenpin.org.au>
- Email: info@tenpin.org.au
- Telephone: 07 3262 4455
- Postal address: PO Box 77 Deception Bay Qld 4508

Please include your name, transaction or registration reference, where available, and details of your enquiry.

3. Goods and Services Offered

TBA offers sporting memberships, competition and event participation opportunities, development programs and related goods and services. Offerings may include:

3.1 Memberships and registrations

Annual TBA membership and registration services for eligible participants. Membership fees, categories, registration periods, benefits and participation conditions are displayed during the relevant registration process.

3.2 Event entries and competitions

Entry to TBA national championships, ranked events, sanctioned competitions, tournaments and other sporting events. Entries are subject to the relevant event information, entry fees, eligibility requirements, competition rules and published conditions.

3.3 High-performance programs and national team activities

Participation in high-performance programs, training camps, development activities, national team programs and domestic or international tours. Fees, inclusions, exclusions, payment schedules and participant obligations will be specified in the relevant program information or invitation.

3.4 Merchandise, uniforms and physical products

Where offered, TBA may sell sporting apparel, uniforms, merchandise and other products associated with tenpin bowling, TBA events and its programs. Product descriptions, available sizes or specifications, prices and delivery or collection arrangements will be provided before purchase.

3.5 Other sporting services

TBA may offer other sporting, educational, development or administrative services from time to time. The description, applicable fee, inclusions, eligibility requirements and conditions will be disclosed before payment.

Products and services are available only where listed and offered through the relevant TBA website or authorised platform. Availability may be limited by registration deadlines, stock, event capacity or eligibility requirements.

4. Currency and Accepted Payments

All online transactions processed through TBA's Westpac merchant facility are charged and settled in **Australian dollars (AUD)**.

Prices will be displayed in AUD before payment is confirmed. Any foreign currency amount displayed for information purposes does not change the currency in which the transaction is processed.

Accepted payment methods will be shown on the relevant payment page. Where card payments are accepted, TBA will display the applicable approved card scheme logos supplied or authorised by Westpac, selected from eftpos, Mastercard®, and Visa

Only payment methods actually accepted for the relevant transaction will be displayed.

Customers are responsible for ensuring that their payment details are correct and that they are authorised to use the selected payment method. A payment confirmation or receipt will be provided electronically or through the applicable registration platform, where supported.

5. Pricing, GST and Total Transaction Costs

The total amount payable will be displayed before the customer confirms the transaction.

Prices will include applicable GST and any other applicable taxes. Any additional charges, including administration, processing, shipping or handling fees, will be disclosed before payment is confirmed.

Where a fixed total cost cannot reasonably be determined in advance, TBA will explain the method used to calculate the final amount and identify the relevant cost components before the customer commits to the purchase.

For example, the total cost of a high-performance program or international tour may depend on accommodation, travel, entry fees, transport, meals and other program inclusions. Where these costs vary, TBA will provide available estimates, identify any variable components and explain how the final amount will be determined.

Any deposit, instalment arrangement, payment deadline or additional payment obligation will be communicated in the relevant program or event information.

6. Delivery, Fulfilment and Timeframes

6.1 Digital registrations and services

Memberships, event entries and other electronically delivered services are generally fulfilled through the relevant online registration or booking platform.

Following successful payment, customers will receive an electronic confirmation, registration record, receipt or other relevant information, depending on the service purchased and the platform used.

Where a registration or service requires additional review or processing, the applicable steps and expected timeframe will be communicated where reasonably available.

6.2 Physical goods

Where physical products are sold, delivery or collection arrangements will be disclosed before purchase.

Applicable delivery or handling charges will be shown before payment. Estimated dispatch and delivery timeframes will be provided where available and may vary according to product availability, production schedules, destination, carrier services, public holidays and other circumstances outside TBA's reasonable control.

Where delivery is not available to a particular destination, the applicable restriction or collection requirement will be disclosed before the order is accepted.

6.3 Delays and unfulfilled orders

If TBA becomes aware that an order or service cannot be fulfilled within the expected timeframe, TBA will notify the customer as soon as reasonably practicable and provide an updated timeframe where available.

Depending on the circumstances, the customer may be offered a revised delivery date, an alternative arrangement or a refund where required by law or provided for under the applicable terms.

If TBA cannot supply the purchased goods or services, the matter will be resolved in accordance with the applicable transaction terms and Australian Consumer Law.

6.4 International delivery and export restrictions

International delivery is available only where expressly offered for the relevant product or order.

Where international shipping is not offered, orders will be limited to the stated Australian delivery or collection arrangements. TBA will not knowingly accept orders for delivery to destinations where delivery is unavailable or prohibited by applicable law.

Where relevant, any known customs duties, import taxes or destination charges will be disclosed before purchase. Unless expressly stated otherwise, customers are responsible for applicable charges imposed by the destination country.

Any product-specific or country-specific shipping restrictions will be identified on the relevant product or checkout page.

7. Refunds, Returns and Cancellations

TBA administers refunds, returns and cancellations in accordance with the terms disclosed for the relevant purchase and applicable Australian law, including the Australian Consumer Law.

Nothing in this policy excludes, restricts or modifies a consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.

7.1 Membership fees

Membership fees are generally non-refundable once registration has been completed, except where a refund is required by law or approved under TBA's applicable refund arrangements.

Refunds may be considered for duplicate registrations, duplicate payments or other circumstances warranting consideration under the applicable terms and legal requirements.

Where permitted by law and disclosed in the applicable terms, a \$5 administration fee may apply to an approved refund. No fee will be charged where doing so would be unlawful.

7.2 Event entries

Event entry fees are subject to the withdrawal, cancellation and refund conditions published for the relevant event.

Unless otherwise stated in the applicable event conditions, entry fees are generally non-refundable where a participant withdraws, fails to attend or becomes ineligible after registration.

If TBA cancels an event or is unable to provide the purchased service, TBA will advise affected customers of the available arrangements. Refunds, credits or alternative arrangements will be managed in accordance with the published event conditions and applicable law.

7.3 High-performance programs and tours

High-performance programs, camps, tours and national team activities may involve deposits, instalments and commitments to airlines, accommodation providers, event organisers and other suppliers.

Any non-refundable deposit, withdrawal deadline, cancellation charge or refund condition will be disclosed in the relevant program information before payment.

Where a participant withdraws after costs have been incurred, any refund will be assessed in accordance with the disclosed terms, recoverable costs where relevant and applicable law.

7.4 Physical goods and merchandise

Customers should contact TBA promptly if goods are faulty, damaged, incorrect or materially different from their description.

Returns, replacements and refunds will be assessed under the applicable sales terms and Australian Consumer Law. Customers may be entitled to a remedy where goods fail to meet applicable consumer guarantees.

Change-of-mind returns will be accepted where provided for by the applicable sales terms or required by law.

7.5 How to request a refund

Refund requests should be sent to tenpin.bowling@tenpin.org.au and include:

- Customer or participant name.
- Transaction, membership or event reference.
- Date and amount of payment.
- Reason for the request.
- Supporting documentation, where relevant.

TBA will review the request and advise the customer of the outcome. Approved refunds will generally be returned to the original payment method, subject to payment provider requirements and applicable law.

Refund processing times may vary depending on the payment provider and financial institution.

8. Currency Converter Disclaimer

If TBA provides a currency converter or displays an estimated value in a foreign currency, the converted amount is an approximation only and is provided for information purposes.

All transactions processed through TBA's Westpac merchant facility are charged in Australian dollars (AUD). The final amount shown on a customer's statement in another currency may differ due to exchange rates, conversion methods or fees applied by the customer's card issuer or financial institution.

9. Age Requirements and Trading Restrictions

Certain memberships, events, programs and other services may be subject to age limits, eligibility requirements, parental or guardian consent, or other participation restrictions.

Applicable requirements will be disclosed in the relevant membership information, event bulletin, program terms or registration process. Where required, a parent or legal guardian must complete or approve a registration or provide consent for a minor.

TBA does not offer online gambling or online liquor sales through the services covered by this policy. If TBA introduces any offering requiring additional licences, age verification, mandatory disclosures or other regulatory approvals, the applicable requirements will be addressed before that offering becomes available.

10. Third-Party Registration and Payment Platforms

TBA may use third-party platforms to manage memberships, registrations, event entries, merchandise orders or payments.

Where a transaction is completed through a third-party platform, customers should review the transaction details, total price, payment currency and applicable conditions presented before confirming payment.

TBA will assist with enquiries relating to goods and services it supplies. Where a third party is responsible for payment processing, delivery or another part of fulfilment, TBA may liaise with that provider to resolve the enquiry.

Use of a third-party platform does not remove any rights or remedies customers have under applicable law.

11. Privacy and Payment Security

Personal information collected in connection with an online transaction will be handled in accordance with TBA's applicable privacy policy and relevant privacy laws.

Customers should use the designated payment process and should not send full payment card details by ordinary email.

Where authorised payment service providers are used, customers should also refer to any relevant privacy and payment information provided by those providers.

12. Policy Changes

TBA may update this policy to reflect changes to its services, payment arrangements, fulfilment practices, refund conditions or legal obligations.

The current policy will be published on the TBA website. Changes will apply from the stated effective date, subject to applicable law and any terms governing an existing transaction.

13. Governing Law

This policy is subject to applicable Australian law, including the Australian Consumer Law as applicable in the relevant jurisdiction.

Nothing in this policy is intended to exclude any mandatory legal right or obligation.

Tenpin Bowling Australia Limited

Website: <https://www.tenpin.org.au>

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