

Changing Award Level Policy

The Award maintains the right to accept or reject participants requests for a change to their registered award level (Bronze, Silver and Gold).

The Award does accept that there will be occasions where a change of mind or circumstances occurs and will therefore accept a request to change a registered award level on the following terms:

- Award level change requests emailed to info@dofehillary.org.nz and received within 30 days from the date of your online registration sign up will be approved.
- Award level change requests received after 30 days must be submitted by the Award Leader and emailed to info@dofehillary.org.nz. This is to ensure the participant has discussed it with their Award Leader first and are aware of any changes to criteria a level change may require.
- Award level change requests must be received within 6 months of the registration date. After this date the participant will be required to register for the new level and pay the registration fee.
- The participant must meet the level minimum age requirements for the level change. Any logs for activity when minimum age was not met will be deleted. The participant can only log activity completed from minimum age.

If your request is approved and the new level results in change of payment:

- A change from Gold level to either Silver or Bronze level, the Award maintains the right not to give refund.
- Should the level change request result in a change from Bronze or Silver level to Gold level, the participant will be required to make payment for the difference in registration fee. The account may be archived while this payment is outstanding.