

Kardinya Netball Club

Est. 1979



REFUNDS

Policy and Procedures

Effective: 1st January 2023

Version 1.0

Last update date: January 2022

Refunds Policy and Procedures

1. Policy Statement

Kardinya Netball Club collects playing fees from registered players during the registration process. The Club also collects payment for a range of goods and services. The purpose of this policy is to provide clear information to members and customers regarding the eligibility of refunds.

2. Applicability

- a) This policy applies to all registered members and customers of Kardinya Netball Club.
- b) This Policy applies at all times where an agreement for a paid service or membership has been entered into with the Club by a member or customer.
- c) This Policy does not apply to any fees levied by other affiliated organisations, including: Fremantle Netball Association, Netball WA, and Netball Australia.
- d) This Policy operates in conjunction with the Kardinya Netball Club Player Withdrawal Policy and Procedures.

3. Definitions:

In this policy, unless otherwise stated:

Club means the Kardinya Netball Club;

Credit means funds that are held by the Club from one season to another;

Customer means an individual, company, or other group purchasing goods or services, from the Club;

Executive Committee means the current Executive Committee of the Kardinya Netball Club;

Member means a current financial playing member or registered official (coach, umpire, committee member or team manager)

Registration Fee means any fee levied by the Club in relation to the membership of the Club.

4. Changes to the Policy:

This Policy may be cancelled, amended, or supplemented by the Club as and when it sees fit. Any variation will be made available to members. The Club will review this policy on a regular basis to ensure that it remains effective in supporting the objectives and strategic direction of the Club, and to ensure ongoing best practice governance.

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5. The Policy

- a) In relation to Registration Fees:
 - i. Members will be eligible for a full refund of their registration fees if:
 - 1. The Club has been unable to place the Member into a team for the playing season.
 - ii. Members will be eligible for an 80% refund of their registration fees if:
 - 1. The Member has not participated in any trainings (including pre-season grading) and has not participated in competition games.
 - iii. Members may be eligible for a partial refund or credit of registration fees if:
 - 1. The Member has not participated in competition games, or;
 - 2. The Member becomes injured or ill within the first three games of the playing season and is declared unable to play for the remainder of the season by an appropriate medical practitioner (evidence must be provided), or;
 - 3. There are extenuating circumstances, determined by the Executive Committee, that impact on a Member's ability to participate in competition games past the first three games of the playing season.

- b) In relation to goods and services provided by the Club:
 - i. Refunds will not be provided where there has simply been a change of mind by the Customer, except at the discretion of the Club's Executive Committee.
 - ii. Refunds will not be provided on any non-refundable deposits agreed to and paid by Customers to secure goods or services from the Club.
 - iii. All goods supplied by the Club to a Customer in relation to a cancelled service must be returned to the Club within a reasonable timeframe and in the condition in which they were supplied.

6. Procedures

- a) All requests for a refund or credit of Registration Fees must:
 - i. Be sent to the Club via email, and;
 - ii. Include the following information:
 - 1. Member name;
 - 2. Member date of birth, playing grade or team allocation;

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3. The bank account details (including account name, BSB and account number) where the refund will be deposited;
 4. Details outlining the reason for requesting a refund in relation to clause **5(a)**.
- b) All requests for the refund of goods and services must:
- i. Be sent to the Club via email, and;
 - ii. Include the following information:
 1. Name of Customer or Member;
 2. Contact details of the Customer or Member;
 3. Details, including proof of purchase of the goods or services provided by the Club;
 4. The bank account details (including account name, BSB and account number) where the refund will be deposited;
 5. Details outlining the reason for requesting a refund in relation to clause **5(b)**.
- c) All requests for refunds or credits will be managed by the Club in the following ways:
- i. The Executive Committee will discuss all requests;
 - ii. The Club will communicate with the Member or Customer regarding the approval or denial of their request;
 - iii. The Club will process refunds or credits via direct bank transfer within 30 days of an approved request;
 - iv. The Club will hold credits of registration fees for a Member for up to 12 months only.

7. Responsibilities

- a) Members and Customers are responsible for submitting requests via emails for refunds or credits.
- b) Members are responsible for understanding and complying with the refund policies of Fremantle Netball Association, Netball WA and Netball Australia.
- c) The Club Treasurer is responsible for processing refund and credits that have been approved by the Executive Committee.

Signed

D. Librizzi

1st January 2023

Debbie Librizzi
PRESIDENT
Kardinya Netball Club

Date