

# ESSENDON NETBALL REFUND POLICY



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## Purpose

This policy is designed to provide members of Essendon Netball Club with guidance regarding the refunding of fees and charges. From time to time, it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

## Application of this policy

This policy applies to all Committee members, coaches, volunteers and members of ENC.

The policy applies to all aspects of business including registration and memberships fees, competitions, uniforms and fundraising events.

## Membership Fees and Charges

1. Memberships are **non-refundable** and refund applications will be assessed based on extenuating circumstances only including for medical or hardship reasons.
2. Individuals who complete and lodge an online registration through Netball Connect become a financial member for the current year, and an assumption is made that they have taken the court either for training, or competition purposes. A refund will not be available.
3. Membership refunds will not be paid prior to the membership being paid for by the individual.
4. The VNA component of the membership cannot be refunded on any account.
5. For the avoidance of doubt the following situations are not extenuating circumstances and refunds will therefore not be given:
  - a. Voluntary withdrawal
  - b. Dislike of the team into which the player has been selected
  - c. Dislike of the allocated coach
  - d. Unavailability to train on the allocated time/day
  - e. Preferences not being met eg. not playing with friends
  - f. Dislike of the grade in which the team is playing
  - g. Other sport/social commitments/school elective activities
  - h. Change of mind by players/parents
  - i. Family holidays resulting in an inability to attend training or match
  - j. Suspension as a disciplinary measure
  - k. Cancellation of a team where the players can be accommodated elsewhere
6. If a training session or a match is cancelled, no refund will be given.

## Illness or Injury

7. Illness or injury - no refund will be made for short term illness or injury. Members with a long-term illness or injury (that exclude the member for the whole of the season) may be eligible for a refund upon receipt in writing, accompanied by a medical certificate. This will be determined on a case-by-case basis, taking into account the number of weeks left in the season.

## **Hardship Consideration**

8. ENC values the importance of sport and understands that from time-to-time families or players may struggle to make payments for each season. The Committee will make concessions on a case-by-case basis on application to the Treasurer.
9. To apply for a refund based on hardship you may be required to provide one of the following four documents to support your application:
  - Separation certificate
  - Letter from your employer
  - Letter from your accountant
  - A Statutory declaration

## **Clothing and Merchandise**

10. No refunds or credit will be given for a merchandise or clothing purchase from the club, unless the goods are faulty.

## **Confidentiality**

11. The Committee will keep in confidence all names and details of members and their payments unless disclosure is required for insurance purposes, as requested by Netball Victoria, or as part of the disciplinary or corrective process in the event of a breach of policy.

## **Refund Application Procedure and Enquiries**

12. A membership refund request must be submitted to the Treasurer via email to [accounts@essendonnetballclub.com.au](mailto:accounts@essendonnetballclub.com.au). No extenuating circumstances will be considered if the above process is not adhered to.
13. Enquiries regarding the process are to be directed to [accounts@essendonnetballclub.com.au](mailto:accounts@essendonnetballclub.com.au)