

McKinnon Netball Club Refund Policy

Fee Refund Policy

Registering to play with the **McKinnon Netball Club** signifies an ongoing commitment to the club for the upcoming season.

A player withdrawal after registration is very disruptive not only to individual teams but the entire age group and creates considerable work for the volunteers on our committee.

Registration fees cover the clubs' costs to the association, training court costs, team registration costs, insurance, and other operational costs.

In limited circumstances the Club will consider a refund.

In addition, the Annual Netball Victoria Membership Fee is not under the management or discretion of the McKinnon Netball Club and is exempt from the refund policy. Any refund request of this nature needs to be handled directly with Netball Victoria.

All refund requests must be in writing and submitted to; info@mckinnonnetball.com.au with the following details:

- Player's Name
- Parent/Guardian's Name (if applicable)
- Contact details.
- Current age group and team
- Detailed reason for request
 - Supporting documentation e.g. medical certificate that described the injury and states player is unable to play Netball or any other physical sport (e.g. basketball, volleyball, soccer, Australian rules, hockey) for majority of season.
- Bank account details for the refund.
- All requests will be treated with the strictest confidence.

Pre-season refund

- If within 2 days of Club's initial registrations deadline:
 - If a request is raised to the Club within 2 days from the registration deadline, then a full refund will be given less a processing fee of 5%. For example, if the deadline is January 10th, then the refund request must be raised to the Club, no later than January 12th.
- If received after the 2-day period, but before the first grading game of the season commences, the below exclusions for the request of a refund apply and are outlined as follows:
 - Dislike of the team into which the player has been assigned.
 - Dislike of the allocated coach
 - Unavailability to train on the allocated time/day
 - Personal preferences not being met e.g. not playing with friends or position played.
 - Dislike of the team's distributed division/grade
 - Other sport/social/work commitments of the player
 - Change of mind by player/parents
 - Change of club
 - Suspension or expulsion from a team by a player who violates/disregards rules in the relevant Code of Conduct

During Season refund

A partial registration fee refund will be provided to the member, if they are unable to play for most of the season due to injury sustained whilst representing the McKinnon Netball Club.

Injury sustained whilst playing for other clubs, association/s, activities, or sporting codes are not considered as part of the club's refund policy.

The amount of the refund will be dependent upon the number of games played, as outlined below and it is based on a normal full season; with Game 1 of the season commencing at Grading.

2 Games or less played	80% refund
3 – 5 Games played	50% refund
6 Games or more played	No Refund

- Requests must be submitted before the end of round 5 of the season in which the injury/illness occurred.
- No refund requests will be considered relating to previous season/s or if the request is received after round 5.