
REFUND POLICY

Version: 1	Reviewed on: 31/10/2022
Responsible Person: Charlene Smith	Approved by Board on: 31/10/2022
Position: President	

APPLICABILITY

This policy applies to all Board, Sub Committees, Affiliated Members and their Members. All volunteers, spectators and other participants of Success Netball Association Activities, including customer`s.

CHANGES TO THIS POLICY

This Policy may be cancelled, amended, or supplemented by the Association as and when it sees fit. Any variation will be emailed to Clubs and Entity Teams by the Association and uploaded to our website. The Association will review this policy on a regular basis to ensure that it remains effective in supporting the objectives and strategic direction of the Association, and to ensure ongoing best practice.

INTENT OF POLICY

This Policy applies at all times where an agreement for a paid service or membership has been entered into with the SNA by a member or customer.

This Policy applies to any payments that SNA is, or will be, entitled to under an agreement for paid services or memberships. This includes, but is not limited to:

- The Success Netball Association Membership Fees levied on participants in the Winter / Spring Competition.
- Any participation or Membership Fees levied on participants in any other non-Winter Competitions or Carnivals.
- Any participation fees levied on participants for Participation Products run by SNA.
- Any fees levied on Customers for the provision of goods and services, including, but not limited to, the provision of a Participation Product, competition management, use of the grounds, provision of staff, and use of facilities.

This Policy does not apply to any fees levied by other affiliated organisations, including Clubs, Netball WA, and Netball Australia. Clubs are responsible for managing refunds relating to their own memberships, participation products, and other services.

This Policy operates in conjunction with the withdrawal of a team in the Competition Handbook.

The purpose of this policy is to ensure that Success Netball Association. has clear information available on how refunds of fees and payments relating to Competition Memberships, Participation Products, and goods and services supplied by SNA are handled, and when members and customers may be eligible for a refund.

1. In relation to Membership Fees:
 - 1.1. Members will be eligible for a full refund of their SNA membership fees if:
 - 1.1.1. The Club or Entity Team where the member has registered has been unable to place the member into a team for the applicable competition, and the member is not able to find an alternative Club or Entity Team with which to play the competition, or.
 - 1.1.2. The member has not commenced training or competition games with their Club or Entity Team, or.
 - 1.1.3. The member has commenced training with their Club or Entity Team but has not commenced competition games.
 - 1.2. Members will not be eligible for any refund of their Association Membership Fees if:
 - 1.2.1. The member has commenced competition games.
 - 1.2.2. Partial refunds may be considered and this is at the discretion of the SNA Board.
2. In relation to goods and services supplied by SNA, including Participation Products:
 - 2.1. Refunds will not be provided where there has simply been a change of mind by the customer, except at the discretion of SNA Board.
 - 2.2. Refunds will not be provided on any non-refundable deposits agreed to and paid by customers to secure goods or services from SNA.
 - 2.3. Refunds will be supplied if required under Australia Consumer Law.
 - 2.4. All goods supplied by SNA to a customer in relation to a cancelled service must be returned to the SNA within a reasonable timeframe and in the condition in which they were supplied.
3. SNA reserves the right to charge a \$15 Administration fee on all requests for refunds and player withdrawals.

PROCEDURES

All requests for a refund of Membership Fees must:

- a) Be sent to SNA by completing the Refund Form <https://forms.gle/J77VaZ5b1ChzxpXW6>, and
- b) Be requested by the Club or Entity Team where the member has registered, and
- c) Be received by SNA prior to the Netball WA de-registration cut-off date for the year of competition for the member to retain their eligibility for a refund.

All refunds of Netball WA Memberships Fees will be managed by SNA in the following ways:

- a) Where a member requires a refund of the Netball WA membership fees, SNA will follow Netball WA procedure. The form needs to be completed by SNA Administrator, not the club or member.
- b) The eligibility of a member for a refund of their Netball WA membership fee is determined by the policies and procedures of Netball WA.

RESPONSIBILITIES

Clubs and Entity Teams are responsible for liaising with the SNA Administration on behalf of Members requesting refunds.

The SNA Administration is responsible for liaising with Clubs and Entity Teams in relation to determining and arranging refunds where applicable.

The SNA Administration is responsible for liaising with Customers in relation to determining and arranging refunds where applicable.

SNA Treasurer is responsible for the management of invoicing and invoice payments in relation to refunds where applicable

Individuals participating in SNA Development Programs are responsible for liaising with the SNA Administration when requesting refunds due to injury prior to competition.

RELATED DOCUMENTS

[SNA Refund Form](#)

[Competition Handbook](#)