



**MINTIES**  
NETBALL CLUB

# Refund Policy



# MINTIES

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### 1. Purpose

The Purpose of this policy is to outline the eligibility criteria, approval and issue of refunds at the Minties Netball Club (MNC)

### 2. Scope

The scope of this policy applies to the MNC, all its members, and any person acting on behalf of or affiliated with the MNC.

“Authorized Person(s)” means the President, Vice President, Secretary, Treasurer, Membership Secretary, Coaching Coordinator, Grading and Coaching Committee and General Committee members.

“Authorized Executive Person(s)” means the President, Vice President, Secretary, Treasurer, Membership Secretary

“MNC” Means Minties Netball Club”

### 3. Criteria

MNC understand that from time to time circumstances can change for our players and a refund of fees due to a player ceasing membership may be necessary.

MNC will issue a refund in line with the below criteria:

1. Cancellation of registration must be received in writing either by email to the Membership Secretary [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com) or in person to an Authorized Executive Person(s), by 5pm 15th December and will result in a full refund of MNC fees inclusive of Netball Victoria Fees.
2. Cancellation of registration after 5pm on the 15th December and prior to the first training session must be received in writing either by email to the Membership Secretary, [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com) , or in person to an Authorized Executive Person(s), will result in a refund of 50% of MNC fees exclusive of Netball Victoria Fees.
3. Cancellation of registration after the commencement of the season must be received in writing either by email to the Membership Secretary, [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com) , or in person to an Authorized Executive Person(s). There will be no refund if cancellation of registration occurs after the first training session of the season.

### 4. Exceptional Circumstances

Where there are exceptional circumstances that may apply, such as relocation, injury or illness where a player is unable to continue playing for the majority of the season, that being two terms or more, MNC will consider applications for a refund on an individual basis.



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Applications for Exceptional Circumstances must be received in writing either by email or in person to the Membership Secretary, [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com), or in person to an Authorized Executive Member(s). The decision to refund MNC fees under these circumstances will be at the discretion of two or more of MNC Authorized Executive Person(s).

### 5. Appeal Against a Decision

Should an MNC Member wish to appeal a decision made under the criteria by an Authorized Person(s) or Authorized Executive Person(s) the Grievance procedure, Division 3, of the model rules will apply.

### 6. Process

- i) MNC member to download and complete request for refund form from [INSERT LINK TO WEBSITE HERE] and submit either by email or in person to the Membership Secretary, [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com), or in person to an Authorized Executive Member(s).
- ii) Refunds request received from MNC member in writing either by email or in person to the Membership Secretary, [MNCmembership@gmail.com](mailto:MNCmembership@gmail.com), or in person to an Authorized Executive Member(s).
- iii) Acknowledgement of receipt of request for MNC Refund will be made within 48 hours of receipt of notification.
- iv) Authorized Executive Person(s) to approve refund
- v) Authorized Executive Person (s) to process refund via electronic on line banking or cheque within 7 days of receipt
- vi) Authorized Executive Person(s) to approve payment via electronic on line banking approval or cheque signature within 2 days of receipt.

### 7. Responsibility

MNC is responsible for ensuring that the persons to whom this Policy applies are aware of this Policy. This may include, but is not limited to:

- (a) Providing access to a copy of the Policy, (eg. on the MNC website);
- (b) Reminders of the need for compliance with the Policy; and
- (c) Providing updates or developments of the Policy.

It is the responsibility of all MNC Authorized Person(s) to abide by this Policy.

### 8. Non-Compliance

Non-compliance with this Policy will be regarded as a serious matter and appropriate action, (including termination of membership), may be taken. Where there is a reasonable belief that illegal activity may have occurred the MNC may report the suspected illegal activity to the police.