

POLICY DOCUMENT

POLICY NAME:	Membership Refund policy
DATE WRITTEN:	4 February 2021
DATE UPDATED:	21 February 2024
NEXT REVIEW DATE:	21 February 2026
RESPONSIBLE OFFICER:	Chief Executive Officer (CEO), Netball ACT

1. INTRODUCTION

This policy sets out the circumstances under which Netball ACT may provide a refund of their membership fee.

Netball ACT's Affiliation Fee is non-refundable, and applications are assessed based on extenuating circumstances only.

2. Membership Refunds

- 2.1** Once an Individual Member registration has been entered into Netball ACT's membership registration platform (PlayHQ), that Individual Member shall not be entitled to a refund of the Netball ACT component of Membership Fees, unless extenuating circumstances exist.
- 2.2** No membership refunds will be given once the competition has commenced or where the member has made a sports insurance claim.
- 2.3** A registered Individual Member who has participated in any Association/Club training, netball matches or any netball activities that fall within an Association and/or Netball ACT jurisdiction is not entitled to:
 - a) a refund of the affiliation fee that is paid to (and retained by) their Association as part of an Individual Member's Individual membership fee or
 - b) the Netball ACT capitation fee component of an Individual Member's Individual Membership fee.

- 2.4** Membership refunds will not be paid prior to the membership being paid for by either the individual or the Associations, or Club.
- 2.5** Netball ACT reserves the right to consider refund applications received from individuals through the refund application process on the basis of extenuating circumstances.
- 2.6** Netball ACT reserves the right to make decisions in its absolute discretion in respect of the Netball ACT capitation component of membership fees.

If you feel that your refund request does involve extenuating circumstances, please click on the link below and complete the refund application form. Your application will be considered, and a refund will be processed if your application is accepted. Please be advised that the transaction fee you were charged when you paid your membership is non-refundable.

To apply for a refund please submit a form here:

<https://www.surveymonkey.com/r/membershiprefund>

3. Refund Procedure

- 3.1** If you require a refund, in the first instance you will need to fill out the above Membership Fee Refund Application. Netball ACT will then be in contact with your club to seek their confirmation.
- 3.2** Your club will then be in contact with you to provide the outcome of your application and arrange payment options should your request be successful.