



Ashwood Netball Club fees and refunds policy

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Overview

Ashwood Netball Club (ANC) wishes to provide quality recreational and competitive opportunities for all levels of players. To achieve this objective, the club must implement fees and charges for its services.

This policy serves to cover all fee development, invoicing, collection, receipting and player refunds for ANC.

1. Policy Application

- 1.1. This policy applies to all ANC members and all other people or organisations, which by agreement or otherwise, are bound to comply with this policy (including Committee members, - players and volunteers)
- 1.2. This policy applies to behaviour and practices occurring during the course of ANC business, activities, competitions and events.

2. Responsibilities

ANC's role and contribution in making this policy work is to:

- 2.1. take all reasonable steps necessary to ensure that everyone in the club knows:
 - 2.1.1. what the policy is
 - 2.1.2. the requirements for compliance
- 2.2. This will be achieved by:
 - 2.2.1. including a copy of the Policy in Policy and Procedures Manual
 - 2.2.2. ensuring all Club personnel are educated and trained with the policy
 - 2.2.3. including a copy of the policy on the ANC website
 - 2.2.4. notifying participants, coaches and officials in all ANC activities and / or events that they will be required to comply with this policy
- 2.3. review this policy and update as required every 12 months.



Specific ANC Committee roles include:

2.4. Committee

- 2.4.1. Determine the fees for each calendar year
- 2.4.2. Determine the procedures for invoicing, collecting and receipting of the fees
- 2.4.3. Determine the procedures for collecting overdue fees

2.5. President

- 2.5.1. Ensure all procedures are followed
- 2.5.2. Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- 2.5.3. Approve all refunds

2.6. Treasurer

- 2.6.1. Provide refunds after approval has been granted

2.7. Registrar

- 2.7.1. Register players with Waverley District Netball Association (WDNA)
- 2.7.2. Ensure that all players have self-registered for Netball Victoria Membership
- 2.7.3. Provide the ANC Committee and coaches and with up to date lists of unregistered players and unfinancial players.
- 2.7.4. Provide up-to-date records of received and outstanding fees.

2.8. Coaches

- 2.8.1. Ensure that only registered financial members are included in team selection
- 2.8.2. Ensure that unregistered or unfinancial players do not take part in match day activities

2.9. Club members

- 2.9.1. Comply with this policy
- 2.9.2. All complaints and issues must be emailed to the President, president@ashwoodnetball.com.au, in a timely manner.



3. Policy Rules

3.1. Determining the Fees

The Committee will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- 3.1.1. Fees to WDNA
- 3.1.2. Administration and training
- 3.1.3. Equipment
- 3.1.4. Venue / court hire
- 3.1.5. Presentations and functions
- 3.1.6. The fees for the forthcoming year will be distributed to members in December/January.

3.2. Accounts

The financial membership groups, who are required to pay a registration fee prior to the commencement of the season, include:

- 3.2.1. Senior playing members (18 and over)
- 3.2.2. Junior playing members (11&U to 17&U)
- 3.2.3. Modified playing members (9&U)

3.3. Non-playing members

- 3.3.1. Non-playing members may apply to committee members, coaches and volunteers.
- 3.3.2. Non-playing members need to have a paid Netball Victoria Membership for the current season.

3.4. Payment

- 3.4.1. All members are required to register through ANC's website and payment must be made at the time of registration

3.5. Late / Overdue Fees

- 3.5.1. A reminder notice will be issued to all members with overdue fees
- 3.5.2. If payment is not forthcoming after the issue of this notice, a phone call from the club's Registrar will be made
- 3.5.3. Any fees outstanding for 30 days will result in the cancellation of membership

3.6. Refunds

- 3.6.1. Non-attendance does not qualify for a refund
- 3.6.2. Cancellation – if training or a match is cancelled, no refund will be given
- 3.6.3. Illness & 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 season) may be eligible for a refund upon request 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 and the likelihood of replacing the member
- 3.6.4. Family holidays – inability to attend training or a match due to family holidays will not entitle the member to a refund
 - 3.6.5. Voluntary withdrawal – once the WDNA grading process has been completed, should the member decide not to continue to the end of the season no refund will be given
 - 3.6.6. If a member withdraws before playing the first round a full refund will be provided. This request must be submitted in email or letter.
 - 3.6.7. If a member pays for a full year (Winter and Spring seasons) but decides to withdraw from the Spring season and the player does not play any Spring season games then a refund of the Spring fees only will apply.
 - 3.6.8. Suspension - absence due to suspension as a disciplinary measure will not entitle the member to any refund
 - 3.6.9. Cancellation of a team – if the club is required to cancel a team and players cannot be accommodated elsewhere, the members will be offered a full refund
 - 3.6.10. Clothing and merchandise – no refunds or credit will be given for merchandise or clothing purchase in the club, unless the goods are faulty
 - 3.6.11. All other requests for refunds must be submitted in email or letter. The Committee will determine the outcome of the request at the next Committee meeting.

4. Confidentiality and Reporting

- 4.1. The ANC Committee, responsible for implementing this policy, will keep confidential the names and details of all members and their payments unless disclosure is necessary for insurance purposes, required by WDNA or Netball Victoria, or as part of the disciplinary or corrective process in the event of a breach of policy.
- 4.2. A report of all received and outstanding fees will be completed by the Treasurer or Registrar and provided to the President for review at each committee meeting.

Reviewed by the ANC Committee – May 2017