



# Registrations Refund Policy

## 1. Purpose

The Purpose of this policy is to outline the eligibility criteria, approval and issue of refunds at the Murrumbeena 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.

“Authorised Person(s)” means the President, Vice President, Secretary, Treasurer, Registrations Coordinator, Coaching Coordinator and Committee members.

“Authorised Executive Person(s)” means the President, Vice President, Secretary, Treasurer, Registrations Coordinator

“MNC” means Murrumbeena Netball Club”

“the Club” means Murrumbeena Netball Club’s website

## 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. Cancellation of a membership has financial implications as CDNA team entry fees and other costs must still be met by the Club.

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

1. Cancellation of registration must be received in writing by email to the Registrations Coordinator (registrations@mnc.org.au) by 5pm 20th December and will result in a full refund of MNC fees excluding Netball Victoria Fees.
2. Cancellation of registration after 5pm on the 20th December and prior to the first training session of nominated team must be received in writing by email to the Registrations Coordinator (registrations@mnc.org.au) will result in a refund of MNC fees minus a \$20 admin fee excluding the Netball Victoria Fees.
3. Cancellation of registration after the commencement of the season, must be received in writing by email to the Registrations Coordinator, registrations@mnc.org.au will result in a pro-rata refund of MNC fees minus a \$20 admin fee exclusive of Netball Victoria Fees.



4. Cancellation of registration due to long term illness or injury after the commencement of the season must be received in writing to the Registrations Coordinator, [registrations@mnc.org.au](mailto:registrations@mnc.org.au) accompanied by a medical certificate will result in a pro-rata refund of MNC fees minus a \$20 admin fee exclusive of Netball Victoria Fees

#### **4. Exceptional Circumstances**

Where there are exceptional circumstances that may apply, MNC will consider applications for a refund on an individual basis.

Applications for Exceptional Circumstances must be received by email to the Registrations Coordinator, [registrations@mnc.org.au](mailto:registrations@mnc.org.au). The decision to refund MNC fees under these circumstances will be at the discretion of two or more of MNC Authorised Executive Person(s).

#### **5. Process**

The process for applying for a registration refund:

- i) MNC member to download and complete the request for refund form from the club's website and submit by email to the Registrations Coordinator at [registrations@mnc.org.au](mailto:registrations@mnc.org.au)
- ii) Refund requests received from an MNC member in writing by email will then be reviewed and approved by an Authorised Executive Person(s)
- iii) An acknowledgement of 'receipt of request' for MNC Refund will be made within 48 hours of receipt of notification.
- iv) Once refund is approved Authorised Executive Person(s) to forward all details of refund claim to club Treasurer to process refund via electronic transfer
- v) Treasurer to notify Authorised Bank Approver to approve refund via electronic transfer
- vi) Approval and payment of refund notified to MNC member.

#### **6. 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 Authorised Person(s) to abide by this Policy.



<b>Application for Registration Fees Refund</b>	
Player Name:	
Player My Netball ID:	
Team Name:	
Reason for refund:	
Medical Certificate Attached:	YES/NO
Bank Account Details:	Name of Bank Account: BSB: Account: Bank:
Signature:	

Please email your completed refund form to the Registrations Coordinator at [registrations@mnc.org.au](mailto:registrations@mnc.org.au)

Please note that your Victorian Netball Association Insurance needs to be claimed directly from Netball Victoria by using the following link:

[https://netballvictoria.formstack.com/forms/nvmembership\\_refund\\_application](https://netballvictoria.formstack.com/forms/nvmembership_refund_application)

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