

## Norths Policy Document

REFUNDS			
<b>Policy Number:</b>	<b>NGBC – 4</b>	<b>Effective Date:</b>	<b>10 Dec 2016</b>
<b>Document Owner</b>	<b>Club Treasurer</b>	<b>Review Date:</b>	<b>As required by Committee</b>
("NGBC" means Norths Gungahlin Basketball Club as per the Constitution.)			

### OBJECTIVE

To articulate the conditions of providing Norths members with refunds.

### BACKGROUND

Registering to play with Norths signifies an ongoing commitment to the Club for the upcoming season.

Norths registers teams to compete in the Basketball ACT domestic competitions. As part of this requirement the Club is required to forecast for the following competition's team requirements and make payment to Basketball ACT in advance for each team to be able to compete. Coordinators, Team Managers and Coaches invest a major commitment into producing the teams for each competition.

A player withdrawal after registration is very disruptive not only to individual teams but creates considerable work for the volunteers on our Committee.

This Refund Policy has been specifically designed to minimise the impact of withdrawals.

### POLICY

With the introduction of online registration and pre-payment of fees, members can receive a refund for part or all of their paid fees only in the following circumstances:

**Withdrawal prior to the cut-off date for registration** - Registrations withdrawn prior to the cut-off date for registration have minimal impact to team selection and a full-refund will be provided.

**Withdrawal after registration cut-off date and prior to being placed in a team** - Registration withdrawals at this stage can impact across many teams and creates additional work for Coordinators. An administration fee of \$50 will be deducted from the player's registration fees to be refunded.

**Withdrawal after being placed in a team and prior to season start** - Player withdrawals at this stage can significantly impact across many teams and creates additional work for Coordinators, Team Managers and Coaches. In some cases it may result in a team needing to be withdrawn from the advertised competition draw which places the Club at risk of fines. An administration fee of \$100 will be deducted from the player's registration fees to be refunded.

**Withdrawal after season start** - Once the season commences, player withdrawals are very disruptive to Coaches and place the team at risk of forfeit fines. Emergency players are often required causing additional work and stress for Team Managers, Coaches and Coordinators. The Club has made a financial commitment for the team to play in the competition. Basketball ACT does not refund the Club for players who withdraw from their teams. As a consequence, no refunds are payable after the season begins.

**Medical Withdrawal** – If the withdrawal is due to extenuating circumstances that is medically related and can be substantiated by a doctor's certificate, a pro-rata refund of a player's registration fees may apply and each case will be assessed on its merit. Pro-rata game fees only will be paid to the total number of games missed. For these refunds to be paid the injury must be reported to the Club as early as possible, a signed doctor's certificate must be provided and the request must be in writing to the Club Treasurer.

## **RESPONSIBILITIES AND ACCOUNTABILITIES**

The eligible player or parent has the responsibility to notify the Team Manager and the Club Treasurer of their inability to continue playing.

The Treasurer may in their discretion approve refund of all or part of a player's registration fees on a case by case basis.

## **DISPUTE RESOLUTION**

Disputes should be referred to the Club Treasurer. If necessary, the Treasurer may refer matters to the Club Committee for resolution. Decisions by the Club Committee will be final.

## **RELATED DOCUMENTS**

- **NGBC – 3 Player Fees**

## **AUTHORISATION**

Club President:

