

# STNC POLICY

## St Thomas Netball Club Refund Policy



*St Thomas Netball Club- Work Hard, Play Fair, Have Fun*

<b>Policy Title:</b>	<b>St Thomas Netball Club Refund Policy</b>
<b>Approval Date:</b>	October 17, 2024
<b>St Thomas Netball Club</b>	<p>STNC is a not for profit, member-based organisation. The committee is run by volunteers to ensure the ongoing support of the sport of netball in the Whitehorse community.</p> <p>Our Values are Inclusivity, Teamwork, Respect &amp; Development.</p>
<b>Commitment</b>	<p>Netball's Victoria's Commitment Statement to Safeguarding Children and Young People and other important information can be found at <a href="https://vic.netball.com.au/child-safety-netball">https://vic.netball.com.au/child-safety-netball</a></p> <p>At STNC we embrace diversity in gender, age, ethnicity, disability, religion and sexual orientation. We are committed to providing a safe environment for children across netball.</p> <p><b>STNC Commitment to Safeguarding Children &amp; Young People</b></p> <p>Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care. STNC is committed to promoting and protecting the rights of children and preventing abuse from occurring by fostering a culture where children feel safe and empowered. We also seek to ensure the cultural safety of First Nations children, children from culturally and/or linguistically diverse backgrounds and children with a disability.</p>

Primary Purpose of Policy
<ul style="list-style-type: none"><li>• Transparent measures for reimbursement of paid St Thomas Netball Club registration fees</li></ul>

Key Principles
<p>Once a player has been registered for a season, refunding of that registration is not permitted unless there are extenuating circumstances, and the club will pay the associated registration fee to Whitehorse Netball Association.</p> <p>Registering to play denotes an ongoing commitment for the season and is relied upon by the club to carry out significant pre-season administration and selection processes. Player withdrawals after registration are disruptive to team selection/coaches and create considerable work for coordinators.</p>

The following situations are not extenuating circumstances and refunds are therefore not given for:

- Dislike of the team into which the player has been selected
- Dislike of the allocated coach
- Unavailability to train at the allocated time/day
- Preferences not being met e.g. not playing with friends
- Dislike of the grade in which the team allocated
- Other sport/social commitments/school elective activities
- Change of mind by players/parents

In situations where a player becomes aware, after the registration has been paid, of a conflicting commitment that makes them unable to play for a season, the committee will consider, on a case by case basis, holding over the registration fees paid to offset the costs of the following season. Player's wanting to request a refund of season fees in accordance with this policy should apply in writing to [rego@stthomasnetballclub.org.au](mailto:rego@stthomasnetballclub.org.au) stating:

- The period of their association with the club
- The reason why they were unaware of the commitment at the time of registration
- How the STNC can support the players ongoing association with netball and the club

The club will consider the refund of fees if the withdrawal is due to extenuating circumstances that are medically related (a \$30 administration fee will be deducted from the refund).

The committee will also consider refunding fees where a member or their family expresses hardship or unavoidable external factors impacting a player's ability to meet club obligations- these issues will be decided upon by the club president and registration coordinator (a \$30 administration fee will be deducted from the refund).

These matters will be addressed within two weeks of official receipt of the request via email at [rego@stthomasnetballclub.org.au](mailto:rego@stthomasnetballclub.org.au).