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**West Coburg Netball Club**

**Fee and Refund Policy**

**Overview**

West Coburg Netball Club Inc (WCNC) 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 WCNC

**Responsibilities**

WCNC’s role and contribution in making this policy work is to:

1. Take all reasonable steps necessary to ensure that everyone in the club knows
* What the policy is
* The requirements for compliance

This will be achieved by

* Including a copy of the Policy in the Policy and Procedures Manual
* Ensuring all Club personnel are educated and trained with the policy
* Including a copy of the policy on the WCNC website
1. Notifying participants that they will be required to comply with this policy
2. Review this policy and update as required every 12 months.

**Specific WCNC Committee roles include**:

1. **Committee**
* Determine the fees for each season
* Determine the procedures for invoicing, collecting and receipting of the fees
* Determine the procedure for collecting overdue fees
* Handle any disputes ~~disagreements, arguments and complaints~~ associated with fees, payments and refunds
* Any dispute by a member must be submitted in writing to the Committee setting out the member’s reasons for the request.
* Determine and approve all refunds
* Follow up any disputes
1. **President**
* Ensure all procedures are followed
1. **Treasurer**
* Write and send invoices
* Collect and receipt fees
* Provide up to date records of received and outstanding fees and payments to committee
* Provide refunds after approval has been granted.
1. **Level Coordinators**
* Make sure all players have self-registered with Netball Victoria via My Netball
* Provide coaches with up to date lists of registered players
1. **Coaches**
* Ensure that only registered members are included in team selection
* Ensure that unregistered players do not take part in training or match day activities

The club member roles and contribution are to:

1. Comply with this policy
2. Report any concerns to WCNC in a timely manner

**Policy Rules**

1. **Determining the fees**

The Committee will undertake a review of all fees charged by the club when determining the annual budget for the year ahead. Factors that must be considered include but are not limited to :

* Fees to VNA, Parkville and Coburg Competitions.
* Sports club fees
* Administration and training costs
* Equipment costs
* Venue / court hire
* Presentation and function costs
* Any other costs incurred during the year.

The fees for the coming season will be distributed to members in January/February (Autumn season) and July (Spring season).

1. **Accounts**

The financial membership groups, whom are required to pay an annual registration fee prior to the commencement of the season, include

* Senior playing members (over 18)
* Junior playing members (12 to 18)
* Net set Go member (less than 12)
* Non playing members: coaches (VNA membership for non-playing coaches will be paid by the club)
1. **Payment**
* All members are required to register through My Netball and VNA membership must be paid at the time of registration
* Payment plans can be agreed upon request submitted in writing to the Treasurer.

All fees must be paid by week 4 of the season unless a payment plan has been organized with the Treasurer

* Manual receipts can be issued on request
1. **Late / Overdue Fees**
* A reminder notice will be issued to all members with overdue fees
* If payment is not forthcoming after the issue of this notice, the Committee will contact the member and request payment or organize a Payment Plan.
* If fees are not paid or a payment plan has not been organized by the 4th week of the season the club may look at restricting the players court time or the player may possibly not be able to take the court.
* The clubs Treasurer can be contacted to discuss payment plans if required

5. **Refunds**

* Non-attendance does not qualify for a refund
* If a training session or a match is cancelled, no refund will be given.
* Illness or 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 of the season) may be eligible for a refund upon receipt 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.
* Family Holidays- inability to attend training or a match due to family holidays will not entitle the member to a refund
* Voluntary withdrawal- Once the season has started should the member decide not to continue to the end of the season the matter of fees will be referred to the committee and any refund will be on a case by case basis
* Suspension- absence due to suspension as a disciplinary measure will not entitle the member to any refund
* 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
* Once VNA membership has be paid, this cannot be refunded on any account.
* Clothing or merchandise- no refunds or credit will be given for a merchandise or clothing purchase in the club, unless the goods are faulty. They may be able to be sold by the club on a consignment basis.

In the case of part of a season being cancelled by the association

* Fees will be recalculated to account for expenses incurred for the part of the season that was played. For example: court fees, equipment umpire costs, administration fees, court hire etc

1. Refunds will be given for the credit (eg Total fees less adjusted fees= credit amount) if requested

Or

2. Credits will be held over as credit for the next season

Refund requests must be received by the Treasurer within 21 days of notification of cancellation of season and the adjustment of the fees

In the case of a full season cancellation (no games played) season fee refunds will be given less an administration fee.

**Confidentiality and Reporting**

The Committee will keep the names and details of all members and their payments confidential.

A report of all received and outstanding fees will be completed by the Treasure and provided to the Committee as required.

Review by the WCNC Committee-September 2020