

The image features a vibrant blue background. A prominent white and red curved line, resembling a stylized path or a ribbon, curves from the top left towards the bottom right. Scattered across the scene are numerous starburst patterns in red and white, reminiscent of fireworks or data points. In the upper left corner, the word "FINANCE" is faintly visible in a light blue, sans-serif font, partially obscured by the other elements. The overall composition is dynamic and celebratory.

# Finance & Refund Policy

Current Version	0.2
Ratified on	21 March 2024
Last Reviewed	March 2024
Next Review Date	November 2025
Person Responsible for Review	HVNC Treasurer
<i>Notes/Minor Updates</i> 5/4/2024	Updated to re-format in line with new design

## **PURPOSE**

*This document serves as a vital point of reference for both the Hope Valley Netball Club committee and its members for clarifying the expectations and terms and conditions governing player fee information, payment plans, and the refund policy under which Hope Valley Netball Club will manage membership funds and requests.*

# FINANCE AND REFUND POLICY

## Fee Information

- All players are required to be financial before taking the court at the beginning of each season
- Payment in full is required at the time of Registration (including the Netball SA Annual Fee & HNVC Seasonal Club Fee)
- A payment plan can be requested and discussed by emailing the treasurer. (treasurer.hopevalleync@gmail.com) The payment plan **MUST** be negotiated **BEFORE** completing the registration process. The flexible payment options in Play HQ are the preferred method of payment/registration.
- In the unlikely event that a player approaches the club after completing the registration process the club will deem the player financial and will not accept a payment plan request.
- Under **NO** circumstance is the Netball SA Fee to be placed on a payment plan, waived, deferred, refunded or reimbursed by the club. This is a membership fee levied by Netball SA that applies to all players competing within SA across all affiliated associations and is not specific to Hope Valley.
- If a player joins the club mid-season the player fee will be calculated using:

$$\frac{\text{Total HVNC Club Fee}}{\text{Total Number of Minor Round Games}} \times \text{Number of Remaining Minor Round Games}$$

- No discounts on the total fees apply for multiple family members registering to play with the club due to Play HQ limitations in being able to set discounts as agreed by committee.

## Payment Plan Terms & Conditions

- With the introduction of the flexible Payment options in Play HQ these MUST be discussed as the first method of payment and the Clubs preferred option before a payment plan through the club can be offered. The club will look to phase out a club payment plan once the “bugs” have been ironed out in the Play HQ registration process.
- A maximum amount of \$150 per player per season can be placed on a payment plan to cover HVNC Club Playing Fees ONLY.
- The Netball SA Fee is a compulsory payment imposed by Netball SA, and cannot be waived, deferred or included in a payment plan. This MUST be paid at the time of registration.
- A Club Voucher supplied by the Treasurer covering the negotiated amount MUST be used when registering in Play HQ to ensure that the correct discount is applied. If the voucher is not used at the time of registration and fees are paid in full, the club will consider the member financial and will not accept a request for a payment plan.
- The repayment schedule is at the discretion of the treasurer with a maximum of 3 equal payments required prior to the commencement of the new season.
- If a breach in the payment plan is made, then the player will be considered unfinancial. Any unfinancial players will be unable to participate in matches until such time as all outstanding monies have been paid and the player has been cleared by the committee to play.
- All payment plans must be repaid in full, and the player considered Financial before the commencement of the season.

# REFUND POLICY

## General Information

- Under NO circumstance will the Netball SA Fee be refunded or reimbursed. The individual player will need to approach Netball SA to negotiate a refund.
- The first option will always be to offer a Club Voucher for the amount deemed appropriate by the executive/committee for the next season before considering a refund.
- All vouchers MUST be used in the next season.
- Any vouchers not used in the next season will be deemed invalid and cannot be transferred to any subsequent seasons.
- If a player has played any minor round games, then a refund will not be considered. A voucher amount, as deemed appropriate by the committee, will be offered for the following season. If the player does not intend to play the following season no refund will be provided.
- Mid-Season voucher/refund amounts will be calculated using:

$$\frac{\text{Total HVNC Club Fee}}{\text{Total Number of Minor Round Games}} \times \text{Number of Remaining Minor Round Games}$$

## Throughout the Grading Process

- All HVNC Player fees are non-refundable unless there are extenuating circumstances, and then only at the discretion of the executive/committee. Extenuating circumstances may include but are not limited to:
  - A player not grading/trialling and requesting to be removed from the grading process before the scheduled trial date
  - Requesting a refund through the grading process, before teams are finalised, and/or before teams are submitted to SADNA.

Players who choose not to accept their position after grading has been finalised and once teams are announced are NOT eligible for a refund.

## Due to Illness or Injury

- All HVNC Player fees are non-refundable unless there are extenuating circumstances, and then only at the discretion of the executive/committee. Extenuating circumstances may include but are not limited to:
  - Injury that prevents the player taking the court before the commencement of the season where the players intent is to not return to complete the season.
  - An illness or injury that occurs during the season that does not allow completion of the season.
  - In the case of illness or injury during the season it is the responsibility of the player to notify the club as soon as possible to ensure that appropriate action can be considered.
  - Any requested refunds/vouchers due to illness or injury will be considered from the date of the enquiry/request only and not from the date the illness or injury occurred