



Fees and Refunds Policy

Date of Issue	March 2018
Last Reviewed	January 2020
Controlling Body	Palmyra Rebels Netball Club INC Committee



Overview

Palmyra Rebels Netball Club INC (PRNC) 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 PRNC.

Policy Application

1. This policy applies to all PRNC members and all other people or organisations, which by agreement or otherwise, who are bound to comply with this policy (including Committee members, - players and volunteers).
2. This policy applies to behaviour and practices occurring during the course of PRNC business, activities, competitions and events.

Responsibilities

PRNC'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 complianceThis will be achieved by:
 - Including a copy of the Policy in Policy and Procedures Manual
 - Ensuring all Club personnel are educated and trained with the policy
 - Including a copy of the policy on the PRNC website
 - Notifying participants, coaches and officials in all PRNC activities and / or events that they will be required to comply with this policy
2. Review this policy and update as required.

Specific PRNC Committee roles include:

1. Executive Committee
 - Determine the fees for each calendar year
 - Determine the procedures for invoicing, collecting and receipting of the fees
 - Determine the procedures for collecting overdue fees
2. President
 - Ensure all procedures are followed
 - Handle any disagreements, arguments and complaints associated with fees, payments and refunds
 - Approve all refunds
3. Treasurer
 - Provide up-to-date records of received and outstanding fees and payments
 - Provide refunds after approval has been granted
4. Registrar
 - Register players with Fremantle Netball Association (FNA) and Netball WA
 - Provide coaches with up to date lists of registered players, both financial and unfinancial
5. Coaches
 - Ensure that only registered financial members are included in team selection
 - Ensure that unregistered or unfinancial players do not take part in training or match day activities



The Club member roles and contribution is to:

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

Policy Rules

1. Determining the Fees

The Executive Committee will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Fees to FNA and Netball WA
- Administration and training
- Equipment
- Venue / court hire
- Presentations and functions
- Umpire and coaching development within the club

The fees for the forthcoming year will be distributed to members in January.

2. Accounts

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

- Senior & Under 19's Playing members (over 18)
- Junior Playing members (under 18)
- Non-playing members – committee members, coaches / officials and volunteers

3. Payment

- All members are required to register through My Netball or NetSetGo and payment must be made at the time of registration.
- All Kidsport applications must be submitted to the Treasurer prior to the commencement of the season at the time of registration
- Payment plans can be agreed upon by request submitted in writing to the Treasurer
- All fees should be paid prior to the season for insurance purposes. As PRNC or Fremantle Netball Association (FNA) will not be liable for any insurance issues that may incur if payment hasn't followed due course.
- All fees must be paid as per the payment plan.
- Manual receipts can be issued on request

4. Late / Overdue Fees

- All members with overdue fees will not be able to take part in **any** club activity until fees are paid.
- A reminder notice will be issued to all members with overdue fees
- If payment is not forthcoming after the issue of this notice, a phone call from the clubs President will be made
- Any fees outstanding for 30 days will result in the cancellation of membership
- The clubs Treasurer can be contacted to discuss payment plans if required

5. Refunds

- Non-attendance does not qualify for a refund
- Cancellation – if training or a match is cancelled, no refund will be given
- Illness & 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 season) may be eligible for a

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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 and the likelihood of replacing the member.

- Family holidays – inability to attend training or a match due to family holidays will not entitle the member to a refund
- Voluntary withdrawal – must be submitted in writing to the Registrar and Treasurer:
 - Prior to grading commencing – full refund
 - After grading has commenced but prior to team announcements – \$100.00 to be paid as an administration fee to the club and the balance refunded
 - After teams have been announced but prior to playing any games – only the FNA and WA Netball fees will be refunded
 - Special circumstances will be referred to the Executive Committee for consideration. The total PRNC fee, minus the PRNC Admin, FNA and Netball WA component – the remainder will be divided into the 30 week season, February – September. This breakdown will be used to calculate a refund if deemed appropriate.
- 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
- All Clothing and merchandise is purchased directly through Blitz Sports. If any refund is required, member is to contact Blitz directly.

6. Penalties & Fines

- Umpiring fines will be issued to players for failing to perform allocated club duties
- It is the players responsibility to ensure that their duty is performed, regardless of if they have organised someone to cover their duty or a paying someone to do it for them
- Failure to perform the allocated club duty will result in the player being fined \$80.00
- The player will not be able to participate in any club activities or games until the fine is paid in full

Confidentiality and Reporting

The PRNC Committee, responsible for implementing this policy, will keep confidential the names and details of all members and their payments unless disclosure is necessary for insurance purposes, required by FNA or Netball WA, or as part of the disciplinary or corrective process in the event of a breach of policy.

A report of all received and outstanding fees will be completed by the Treasurer and provided to the President for review at each committee meeting.

Reviewed by the PRNC Executive Committee – January 2020

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