



## REFUND POLICY

### 1. Preamble

This policy outlines Chatswood Rangers Sports Club's ('CRS Club') position on eligibility for refund of registration fees and coaching fees should a player not complete a full season. Whilst the CRS Club does not intend to unreasonably withhold payments made, administration costs and effort are incurred as a consequence of player withdrawals and there is a need to balance a player's entitlement to refunds, with the player's responsibility to consider CRS Club's interests.

### 2. Application

This policy applies to all players who seek registration with CRS Club prior to completion of two thirds of the season fixtures.

### 3. Refund calculations

The pro-rata refund calculations are as follows:

Registration Fee Refund due =

Registration fee paid x (Fixture games remaining ÷ Fixture games scheduled)

Minus fixed associations costs and other costs incurred by CRS Club

Minus \$30 Administration cost.

Coaching Fee Refund due =

Coaching fee paid x (coaching sessions remaining ÷ coaching sessions scheduled)

Minus costs incurred by CRS Club

Minus \$30 Administration cost.

### 4. Situations where refunds apply

- a. Injury or illness
- b. Transfer to another district
- c. CRS Club is unable to place the player in a team

#### 4a. Injury or illness

Where a player is forced to cease playing as a consequence of injury or illness.

A request for a refund must be made in writing to the Secretary and must be accompanied by advice from a medical practitioner regarding the player's inability to play.

4b. Transfers to another location

Where an adult player or the custodial parent of a younger player relocates to another city, state or country.

4c. CRS Club is unable to place a player in a team

Where the CRS Club has accepted part or full registration fees from a prospective player and is then unable to place that player in a team, a full refund will be made of all money paid by/for the player.

5. Situations where refunds do not apply

- a. Voluntary withdrawal
- b. The player's registration is withdrawn by CRS Club for breaches of Code of Behaviour or other reason.
- c. Withdrawals after two thirds of fixtures for any reason.

6. Procedures for refunds

Where a refund is sought, the CRS Club Secretary must be contacted in writing or by email outlining the circumstances and enclosing/attaching any relevant documentation.

Applications for refunds will be referred by the Secretary to the Treasurer and President.

7. Right of appeal

Where an adult player or parent of a youth player applies for a refund and is not successful, they may appeal to the CRS Club Secretary within 30 days from receipt of negative advice, in writing or by email.

Appeals in regard to refunds will be considered by the CRS Club's President, Treasurer and three other members of the Management Committee including CRS Club Secretaries and a response to the appeal will be made within 30 days of its receipt.