



REGISTRATION AND REFUND POLICY

The MBLNC Full Registration fees are made up of the 3 components;

- Netball Australia Membership
- NetballSA Membership (including insurance)
- Mt Barker Lutheran Netball Club (MBLNC) Membership Fees (includes Mid Hills Fees, Umpiring payments, Equipment, Volunteer Levy etc).

Once a player has completed & paid for registration to Mount Barker Lutheran Netball Club through PlayHQ, ONLY the MBLNC membership component refunds can be addressed by the committee. The remaining registration component refunds (Netball Australia & NetballSA) need to be applied for through NetballSA using their REFUND AND DE-REGISTRATION POLICY and their online application <https://sa.netball.com.au/sites/sa/files/2023-01/Refund%20and%20de-registration%20policy%20-%202023.pdf>.

Refund requests should be made in writing to the Executive Committee via the Secretary (mblncsecretary@gmail.com) explaining the reason for the requested refund and including any supporting documents ie. a medical certificate etc.

If you withdraw prior to the netball trials starting, a refund request for the full MBLNC registration amount can be submitted. This request will be processed within 28 days of going to the committee for approval.

If you withdraw WITHIN 48 hours of the completion of trials, the club will retain 10% of the MBLNC registration costs as an administrative fee and the remainder will be refunded. This request will be processed within 28 days of going to the committee for approval.

If you withdraw AFTER 48 hours of the completion of trials, no refund will be provided.

Withdrawals due to medical reasons or extenuating circumstances will be considered on a case by case basis at the MBLNC Committee's discretion as to what percentage of the MBLNC fees will be refunded.

The SA Sports Voucher may be refunded (if already processed) and used for another provider in the same calendar year if the committee approved the FULL refund. This process is applied for by the player's parent/caregiver.

January 2023

REFUND AND DE-REGISTRATION POLICY from NetballSA

1. REFUND OF INDIVIDUAL MEMBERSHIP FEES

1.1 Once an individual member registration has been entered in the Database, that individual member will not be entitled to claim a refund of the Netball SA fee component of membership fees 30 days after the participant has registered, unless extenuating circumstances exist and an individual refund application is made to Netball SA.

1.2 De-registrations will not be completed (and as a result membership fees will not be refunded) once a player takes the court in a competition or where the player has made an insurance claim.

1.3 Netball SA reserves the right to make decisions in its absolute discretion in respect of individual refund applications made in respect of the Netball SA fee component of membership fees.

1.4 Refunds of the Netball Australia portion of the NetSetGO fee will be managed in accordance with the NetSetGO Participant Agreement.

1.5 Requests for refunds of the Netball SA fee/de-registrations must be made by the individual member here. Once the request has been assessed, the member will be contacted by Netball SA staff advising them of the outcome. Successful requests will be asked via email to provide their bank details to facilitate the transaction.

Updated January 2022.