



Wangaratta Netball Association Inc

REFUND POLICY

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Wangaratta Netball Association Committee (WNA) receives requests for refunds for various reasons and treats all requests on a case by case basis.

WNA reserves the right to refuse any request for refund.

CRITERIA

- All requests for refund MUST be on the Wangaratta Netball Association 'Request for Refund form'.
- Only one request for refund is permissible per form. Forms containing multiple participants will be declined.
- Requests MUST be received by WNA via either email or surface mail prior to the due date on the form.
- Emailed forms must be in PDF format or additional processing fees will apply.
- All requests for refund shall incur a \$10.00 processing fee.
- Refunds will ONLY be paid via bank transfer into savings or cheque accounts. Refunds cannot be processed to credit cards.
- Any application that does not meet the above criteria shall automatically be declined.

EXCLUSIONS

- Player non-attendance – Player not playing for personal reasons
- Player withdrawal – Player withdraws from competition for personal reasons
- Player suspension – Player suspended for any reason
- Team Expulsion – No player from a team expelled from any competition shall be eligible for a refund.
- If WNA removes a team from a competition, NO player from that team shall be eligible for a refund
- Short term illness & injury
 - Long term illness or injury (that exclude the member for the whole season) may be eligible for a refund upon receipt in writing. The application must include a medical certificate. (This will be determined on a case by case basis)
- Netball Victoria membership refund requests must be forwarded directly to Netball Victoria.
- Clothing and merchandise – no refunds/credit will be given for merchandise or clothing, unless the goods are faulty