



# Eltham Panthers Netball Club Registration Cancellation & Refund Policy

## 1. Purpose

This policy outlines the process and conditions for cancelling a player's registration after the season has commenced, including any applicable refunds. EPNC can only support review of refunds in line with the EPNC club fee component.

## 2. EPNC Club Registration Fee

- The EPNC club registration fee for the season.
- This fee covers administrative costs, insurance, court hire, equipment, and other expenses incurred by the club.

## 3. Cancellation & Refund Conditions

### 3.1 Before the Season Starts

- If a player cancels their registration **before the season begins**, they are entitled to a **full refund minus a \$20 administration fee** to cover processing costs.

### 3.2 After the Season Has Started

Refunds will be provided based on the timing of the cancellation as follows:

| Cancellation Timeframe                          | Refund Amount     |
|---|-------------------|
| Within the first <b>two weeks</b> of the season | <b>75% refund</b> |
| Between weeks <b>3-6</b> of the season          | <b>50% refund</b> |



| <b>Cancellation Timeframe</b>           | <b>Refund Amount</b> |
|---|----------------------|
| Between weeks <b>7-10</b> of the season | <b>25% refund</b>    |
| After <b>week 10</b> of the season      | <b>No refund</b>     |

- Refunds take into account costs already incurred by the club, including insurance, team registration fees, and operational expenses.
- In cases of injury or extenuating circumstances (e.g., relocation), partial refunds may be considered on a case-by-case basis.

#### **4. Refund Process**

- To request a cancellation and refund, the player (or guardian) must submit a written request via email to the club committee.
- Refunds will be processed within **14 days** of approval.
- Any refunds will be issued via the Netball Connect system using the original payment method.

#### **5. Special Considerations**

- If the season is cancelled due to unforeseen circumstances (e.g., COVID-19 lockdowns), the club will review refund options.
- EPNC committee reserves the right to consider special circumstances in application of this policy
- EPNC committee reserves the right to amend this policy as needed.

For any queries regarding this policy, please contact the **Eltham Panthers Netball Club Committee**.