

## **REFUND POLICY**

A refund can only occur within the period of the first 11 rounds of grading.

A request for a refund must be made in writing.

The refund calculation is as follows:

Refund = fees paid less expenses\* divided by 11 (11 rounds)

\* Expenses are based on our itemised accounts

For example: if 6 rounds played, 5 games to go – fees paid less expenses\* divided by 11 multiplied by 5

### **SITUATIONS WHERE REFUNDS DO NOT APPLY**

- The player's registration is withdrawn by club for breaches of Code of Conduct / Code of Behaviour or other reasons.

- A refund cannot occur after the 11 rounds of grading.

### **RIGHT OF APPEAL**

Where a parent of a youth player applies for a refund and is not successful, they may appeal to the Club Secretary within 14 days from receipt of negative advice, in writing or by email.