

REFUND POLICY



Purpose

To outline the Southern River Hockey Club's (SRHC) guidelines for the refund of registration fees.

Refund Categories

Change of Mind or Club Transfer

Any player who registers with the SRHC and has paid their registration fees (part of or in full) and changes their mind about playing for the SRHC or seeks a transfer to another club **will not be eligible** for a refund of their registration fees.

Work Transfer

Any player who registers with the SRHC and has paid their registration fees (part of or in full) and is unable to continue to play for the season due to a work transfer **will be eligible** for a credit towards the next season's registration fees or a refund.

Illness or Medical Condition

Any player who registers with the SRHC and has paid their registration fees (part of or in full) and is unable to continue to play for the season due to an illness or medical condition **will be eligible** for a credit towards the next season's registration fees or a refund.

Other

Any player who registers with the SRHC and has paid their registration fees (part of or in full) and is unable to continue to play for the season due to any other reason/situation not listed above **may be eligible** for a credit towards the next season's registration fees or refund.

The credit towards the next season's registration fees or refund will be at the discretion of the Executive Committee in consultation with the player.

Refund Procedure

Any player requesting a credit towards the next season's registration fees or refund must do so in writing to the Treasurer via email – treasurer@southernriverhockey.asn.au

The request must state the refund category which applies and clearly outline the reason for the request.

Once the request has been processed and approved confirmation will be provided by the Treasurer via return email.

The SRHC Executive Committee is responsible for ensuring that the Refund Policy is adhered to at all times.

POLICY ADPOTED January 2017

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