



Fees and Refunds Policy

Date of Issue – December 2024
Last Reviewed – December 2024

Controlling Body – Newcastle Tigers Hockey Club Inc.

Overview

Newcastle Tigers Hockey Club Inc (NTHC) wishes to provide quality recreational and competitive opportunities for all levels of players.

To achieve this objective, the club must implement fees and charges for its services.

This policy serves to cover all fee development, invoicing, collection, receipting and player refunds for NTHC.

Policy Application

This policy applies to all NTHC members and all other people or organisations, which by agreement or otherwise, are bound to comply with this policy (including Committee members, - players and volunteers)

This policy applies to behaviour and practices occurring during the course of NTHC business, activities, competitions and events.

Responsibilities

NTHC's role and contribution in making this policy work is to:

Take all reasonable steps necessary to ensure that everyone in the club knows:

- what the policy is
- the requirements for compliance

This will be achieved by:

- ensuring all Club personnel are educated and trained with the policy
- including a copy of the policy on the NTHC website
- notifying participants, coaches and officials in all NTHC activities and / or events that they will be required to comply with this policy

The policy will be reviewed and updated as required.

Specific NTHC Committee roles include:

1. Finance Committee, which consists of President, Vice-President, Treasurer, Assistant Treasurer, Junior Secretary, will:
 - Determine the fees for each calendar year
 - Determine the procedures for invoicing, collecting and receipting of the fees
 - Determine the procedures for collecting overdue fees

2. President will:

- Ensure all procedures are followed
- Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
- Approve all refunds

3. Treasurer will:

- Write and send invoices
- Collect and receipt fees
- Provide up-to-date records of received and outstanding fees and payments
- Provide refunds after approval has been granted
- Provide president, vice-president, women's convenor, junior secretary with up to date lists of registered players, both financial and unfinancial.

4. Coaches and/or Managers will:

- Ensure that only registered financial members are included in team selection
- Ensure that unregistered or unfinancial players do not take part in training or match day activities

5. The Club member contribution is to:

- Comply with this policy
- Report any concerns to NTHC in a timely manner

Policy Rules

1. Determining the Fees

The Finance Committee will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Fees to Hockey Australia, Hockey NSW and Newcastle Hockey (including NDWHA & NMHA)
- Administration and training
- Equipment
- Field hire
- Presentations and functions

The fees for the forthcoming year will be distributed to members in February.

2. Accounts

The financial membership groups, whom are required to pay an annual registration fee prior to the commencement of the season, include:

- Senior Playing members (over 18)
- Junior Playing members (under 18)
- Non-playing members – committee members, coaches / officials and volunteers (which includes non-playing female supervisors)

3. Payment

- All members are required to register through Revolutionise and payment must be made at the time of registration
- All Active Kids vouchers must be submitted to the Treasurer prior to the commencement of the season at the time of registration
- All fees must be paid prior to the commencement of the season
- Payment plans can be agreed upon request submitted in writing to the Treasurer.
- Manual receipts can be issued on request
- Life Members are offered free Tigers fees upon request in writing to the Treasurer, which will be honoured at the time of submission

4. Late / Overdue Fees

- All members with overdue fees will not be able to take part in **any** club activity until fees are paid. Overdue fees will incur a 10% surcharge.
- A reminder notice will be issued to all members with overdue fees
- If payment is not forthcoming after the issue of this notice, a phone call from the clubs President will be made
- Any fees outstanding for 30 days will result in the cancellation of membership
- The clubs Treasurer can be contacted to discuss payment plans if required at treasurer@tigers.asn.au

5. Refunds

- Non-attendance does not qualify for a refund
- Cancellation – if training or a match is cancelled, no refund will be given
- Illness & injury – no refund will be made for short term illness or injury. Members with a long term illness or injury (that exclude the member for the whole season) may be eligible for a refund upon receipt in writing, accompanied by a medical certificate. This will be determined on a case by case basis, taking into account the number of weeks left in the season and the likelihood of replacing the member
- Family holidays – inability to attend training or a match due to family holidays will not entitle the member to a refund
- Voluntary withdrawal – once the grading process has been completed, should the member to decide not to continue to the end of the season no refund will be given

- Suspension - absence due to suspension as a disciplinary measure will not entitle the member to any refund
- Cancellation of a team – if the club is required to cancel a team and players cannot be accommodated elsewhere, the members will be offered a full refund
- Clothing and merchandise – no refunds or credit will be given for merchandise or clothing purchase in the club, unless the goods are faulty

Confidentiality and Reporting

The NTHC Committee, responsible for implementing this policy, will keep confidential the names and details of all members and their payments unless disclosure is necessary for insurance purposes, required by Newcastle Hockey or Hockey NSW, or as part of the disciplinary or corrective process in the event of a breach of policy.

A report of all received and outstanding fees will be completed by the Treasurer and provided to the President for review at each committee meeting.