

2019 Season De-registration Process & Refund Process

Should I submit a de-registration request?

If a player has taken the court, as per Netball Queensland [Affiliation Policy](#) players aren't entitled to a Netball Queensland refund therefore **please do not submit a de-registration request**. It is then up to the Club and Association as to whether you would like to provide a refund of your respective fees as per your respective refund policies.

How the de-registration process works

NetSetGO

submitting a withdrawal does not guarantee a refund

1. Submit a NetSetGO Withdrawal Form here: <http://bit.ly/2H8HNgW>
2. If you have multiple withdrawals send each one through on a separate form
3. The withdrawal will be assessed by the Netball Australia NetSetGO team. A refund of the Netball Australia pack fee (\$25.30) will only be refunded when:
 - a. the designated Centre does not commence to run the NetSetGO Program;
 - b. the participant has a medical condition that prevents them from commencing the NetSetGO Program with a supporting medical certificate from a medical practitioner; or
 - c. Netball Australia or their relevant Member Organisation deems that the NetSetGO Program has not been delivered to a reasonably expected standard
 - d. Evidence of these circumstances should be attached to the withdrawal form
4. The NQ membership (\$55) will be assessed by the NQ team based on the [affiliation and membership policy](#).
5. You will be notified via email as to whether a refund will be made or not.

Junior, Senior and Non-Playing Member

1. Submit a Member De-Registration Form here: <http://bit.ly/2Ue0fZk>
2. If you have multiple de-registration's send each one through on a separate form
3. Your de-registration request will be assessed by the NQ team based on the [affiliation and membership policy](#).
4. You will be notified via email as to whether the de-registration will be approved

Refund Process after receiving confirmation that de-registration is approved

If the payment has already made to Netball QLD

If Netball Queensland has already invoiced the Association or centre, then the Netball Queensland fee will be deducted from that month's registration invoice.

If the Association has not been invoiced yet

If Netball Queensland has not already invoiced the Association or centre, then Netball Queensland to exclude the registration from the next invoice.

Participant receiving their refund

Association, Club or NetSetGO centre manually reimburses the customer for the Netball Queensland, Association and Club or Centre fee components of the registration.