



FEES AND REFUNDS POLICY

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Controlling Body	Townsville Hockey Association Inc.
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Amendment History

Approval Date		Amendment
9/3/2021	Initial	

Authorisation


BOM Delegate Signature


BOM Delegate Signature

11/03/2021
Date

Introduction

Townsville Hockey Association Inc. (THA) wishes to provide quality recreational and competitive opportunities for all levels of players. To achieve this objective, the association must implement fees and charges for its services.

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

Scope

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

Responsibilities

THA	<ol style="list-style-type: none">1. Take reasonable steps to ensure that members know:<ul style="list-style-type: none">• what the policy is• the requirements for compliance2. This will be achieved by:<ul style="list-style-type: none">• including a copy of the policy on the THA website• reviewing this policy and updating as required• Engaging with club executives regarding the intent of the policy
Club Executives	<ol style="list-style-type: none">1. Take reasonable steps to ensure that their members know:<ul style="list-style-type: none">• what the policy is• the requirements for compliance2. To be conversant with this policy3. To comply with this policy4. Responsible for reporting breaches of the policy to THA
Members	<ol style="list-style-type: none">1. To be conversant with this policy2. To comply with this policy3. Report any concerns to THA in a timely manner

Specific roles and responsibilities:

Board

1. Determine the fees for each calendar year.
2. Determine the procedures for invoicing, collecting, and receipting of the fees.
3. Determine the procedures for collecting overdue fees.
4. Delegate refund approval authority to THA office staff
5. Ensure all procedures are adhered to.
6. Resolve any disagreements, arguments and complaints associated with fees, payments and refunds.

Office Staff

1. Prepare and distribute invoices.
2. Collect and receipt fees.
3. Maintain up-to-date records of received and outstanding fees.
4. Process refunds under Board delegated authority
5. Notify club executives of unregistered players and/or unfinancial players, so appropriate action can be taken.

Club Executives

1. Ensure that only registered financial members are included in team selection.
2. Manage unregistered or unfinancial players regarding participation in training or match day activities.

Policy

Determining the Fees

The Board of Management will undertake a review of all fees charged by the association when determining the annual financial budget for the year ahead.

Factors that must be considered are:

1. Administration
2. Matches and training sessions
3. Equipment
4. Venue hire
5. Presentations and functions

Accounts

The financial membership groups, which are required to pay a registration/playing fee in accordance with this policy, include:

1. Masters (over 35)
2. Seniors (18 and over)
3. J League
4. Juniors (under 18)
5. Mini Sticks/Kookaroos members

Payment

All members are required to register through Majestri and payment must be made by the due date.

Members wishing to set up a payment plan must use the Majestri Payment Plan system.

All Fairplay (QGrant) applications must be submitted to the Office and will be receipted against the player's fee account once the funds have been received from the relevant grant authority.

Payment plans must be set up at the time of registration in Majestri. If a member defaults on their payment plan, the due date for payments reverts to the date for non-plan payments.

Payment of THA fees by players commencing playing after the season start

Players registering and commencing playing after the commencement of the season will be required to pay THA fees in accordance with Table 1.

Late / Overdue Fees

1. Members with overdue fees will not be able to take part in any association activity until fees are paid
2. A reminder notice will be issued to all members with overdue fees
3. If payment is not forthcoming after the issue of this notice, club presidents will be advised
4. Players with fees outstanding after the due date will not be allowed to participate in any THA competitions or events. Failure to adhere to this rule will result in penalties being applied.

Refunds

1. Non-attendance does not qualify for a refund.
2. Cancellation – if training or a match is cancelled, no refund will be given.
3. Quarantine (due to Covid-19, etc.) – No refund will be given to players who undertake quarantine.
4. Illness & injury – Refer to Table 1 for the refund calculation, which is based on the number of matches missed.
5. Family holidays – inability to attend training or a match due to family holidays will not entitle the member to a refund.
6. Voluntary withdrawal – should the member decide not to continue to the end of the season no refund will be given.
7. Suspension - absence due to suspension as a disciplinary measure will not entitle the member to any refund.
8. 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 refund in accordance with Table 1.
9. Fees for Hockey Queensland/Hockey Australia Registration and Insurance are controlled and set by Hockey Queensland/Hockey Australia. This policy does not apply to Hockey Queensland, Hockey Australia, and Club fees, which are not controlled by Townsville Hockey and therefore THA have no jurisdiction to make decisions on these portions of the registration fees.
10. Clothing and merchandise – no refunds or credit will be given for merchandise or clothing purchased unless the goods are faulty.
11. Refund requests will be processed by the THA office, under Board delegated authority, and in accordance with this policy.
12. Approved refund requests will incur an administration fee.

Dispute Resolution Process

If a member disagrees with the refund that they have been provided, they are to contact, in writing, the THA Board of Management for a ruling.

Confidentiality and Reporting

The THA Board and office staff, responsible for implementing this policy, will keep confidential the financial details of all members and their payments unless disclosure is necessary for insurance purposes, required by Hockey Qld/Hockey Australia, or as part of the disciplinary or corrective process in the event of a breach of policy.

A report of all outstanding fees will be presented by the Treasurer to the THA Board for review, as required.

Table 1

Number of matches available	
> 15	Full fees
10 to 15	<p>Volunteer Pass Levy (100%), Facility Fund Fee (100%), THA Administration Levy (\$15), plus THA Fee calculated as:</p> $15 \text{ Matches (incl. finals)} \times \frac{\text{Full THA fee}}{(\text{Total preseason matches} + \text{Total fixtures} + \text{Total finals})}$
< 10	<p>Volunteer Pass Levy (100%), Facility Fund Fee (100%), THA Administration Levy (\$15), plus THA Fee calculated as:</p> $10 \text{ Matches (incl. finals)} \times \frac{\text{Full THA fee}}{(\text{Total preseason matches} + \text{Total fixtures} + \text{Total finals})}$
FIFO	<p>Volunteer Pass Levy (100%), Facility Fund Fee (100%), THA Administration Levy (\$15), plus THA Fee calculated as:</p> $\text{Matches available (incl. finals)} \times \frac{\text{Full THA FIFO fee}}{(\text{Total preseason matches} + \text{Total fixtures} + \text{Total finals})}$
Withdrawal without playing	THA Administration Levy (\$15)