

Redlands Cricket Inc

Refund Policy



Last Approval Date: 23 February 2022
Review date: 23 February 2023

PURPOSE AND OBJECTIVES

The purpose of this policy is to outline Redlands Cricket Inc (RCI) stance in relation to the refund of monies paid to the club for registration, Tigers Academy private coaching, and coaching programs. RCI upholds a fair and equitable refund policy that is reviewed annually.

All requests for refunds must be made in writing to the Club Administrator, admin@redlandscricket.com.au. All refunds remain at the discretion of the Club Administrator.

REFUND OF REGISTRATION FEES

Refunds for player registration fees, this includes Senior and Lord's Taverners, SEY and Tigers Academy will be calculated on the following basis:

- If a player leaves at any time before the first game – a full refund of fees paid is applicable;
- If a player leaves within 6 weeks after the first game – a 50% refund of fees paid is applicable;
- If a player leaves more than 10 weeks after the first game – no refund is applicable.

Exception to this is where a Senior Player registers and pays full fees, but then is subsequently not selected to play in fixtures during the season. The calculation of the appropriate refund will be at the discretion of the Executive Committee (or nominee).

All approved refunds of registration fees will be minus the non-refundable my-cricket transaction and administration fee. If a training shirt has been distributed to the player, then the cost of the shirt will also be deducted from the applicable refund amount.

REFUNDS FOR REDLANDS TIGERS PRIVATE COACHING

Refunds for Redlands Tigers Private Coaching sessions will only be applicable when 24 hours or more notice is given. No refund will be paid for sessions cancelled with less than 24 hours notice, or for no shows.

REFUNDS FOR REDLANDS TIGERS ACADEMY PROGRAMS

Requests for refunds for Redlands Tigers Academy Programs, such as holiday clinics or high performance programs are assessed on a case by case basis. At least 24 hours notice should be given if a participant is not attending part of or all of a program they have registered for.

TRANSFER OF FEES OR OTHER MONIES PAID

In the instance where a member has registered and paid for the wrong program or registration type, RCI will allow for the transfer of monies paid across to the correct program or registration type. For example, if a parent accidentally registers their child into SEY Cup, but the child should be in Lord's Taverners, the Administrator will transfer the registration fees across to the correct program. The Administrator will arrange a refund of the difference, or a request for the parent to pay the difference, where appropriate.

Payments for Redlands Tigers Private Coaching or Academy Programs are only transferrable to other Redlands Tigers Academy services (not player registration), and are at the discretion of the Administrator.

Please contact us for more information, admin@redlandscricket.com.au

PAYMENT OF REFUNDS

Once RCI approves a refund, the Administrator will request the preferred account details be provided for the refund payment. Those details will be forwarded onto the club Treasurer, who will process the payment of the refund. RCI will aim to process all payments of refunds within a reasonable time frame.

COMPLAINTS

RCI takes all complaints seriously will investigate all complaints in a confidential manner. Complainants will be informed of the outcome of the investigation within a reasonable period of time. If you would like to make a complaint, please do so in writing, to admin@redlandscricket.com.au