

# FAQ'S

We know you might have some questions - so here is a list of the most frequently asked questions:

## Registration

### How do we register?

To register, [click this link](#), click 'register', then fill in some basic details. You will be taken to another page that will go into more specific registration info (what type of registration etc.), and you will be locked in!

### What happens after we register?

You will receive an email with your login details. Please login to your account. In the email, it will also give you a link to key details, such as the fixture website, and the La Trobe League Season Guide. These are a must read!

### Why does it say \$0 when we register?

When you sign up it automatically sets the price at \$0. Once your team is and we are closer to the start of the season, we will send over an invoice so you can pay your outstanding registration fee.

### Does each player need to register in our team?

Yes, each player will need to fill out an online registration. The team captain should fill out the team registration form, and the rest of the teammates should fill out an individual player registration

## La Trobe League Account

### How do I access my account?

To access your account [click here](#), and click 'member login' in the top right hand corner. Ensure you have already set up your account.

### What if I don't know my details?

Email [playsport@latrobe.edu.au](mailto:playsport@latrobe.edu.au) and we can sort you out!

### What can I access through my account?

You will be able to do the following:

- Make and view payments
- See your personalised fixture
- View how many games you have played in the season + more

### I have registered but I am not linked to my team, how do I make this happen?

Once you have been registered, La Trobe League management will manually allocate you to a team before the season starts. This will be done approximately 2 weeks out of competition.

## Payments

### How do we pay our registration fee and match fees?

Registration fees and match fees are to be paid online, through your Revolutionise account. One person from your team is to be the nominated person to pay each match fee. It is of the assumption that this is the team captain, however, you can change this by emailing [playsport@latrobe.edu.au](mailto:playsport@latrobe.edu.au)

### When do we pay match and registration fees?

Your registration and first match fee payment will be payable one week before competition starts. This will need to be paid before the commencement of your first match. Match fees will be issued weekly before your game.

### Can we split payments?

Unfortunately, payments can only be in one transaction.

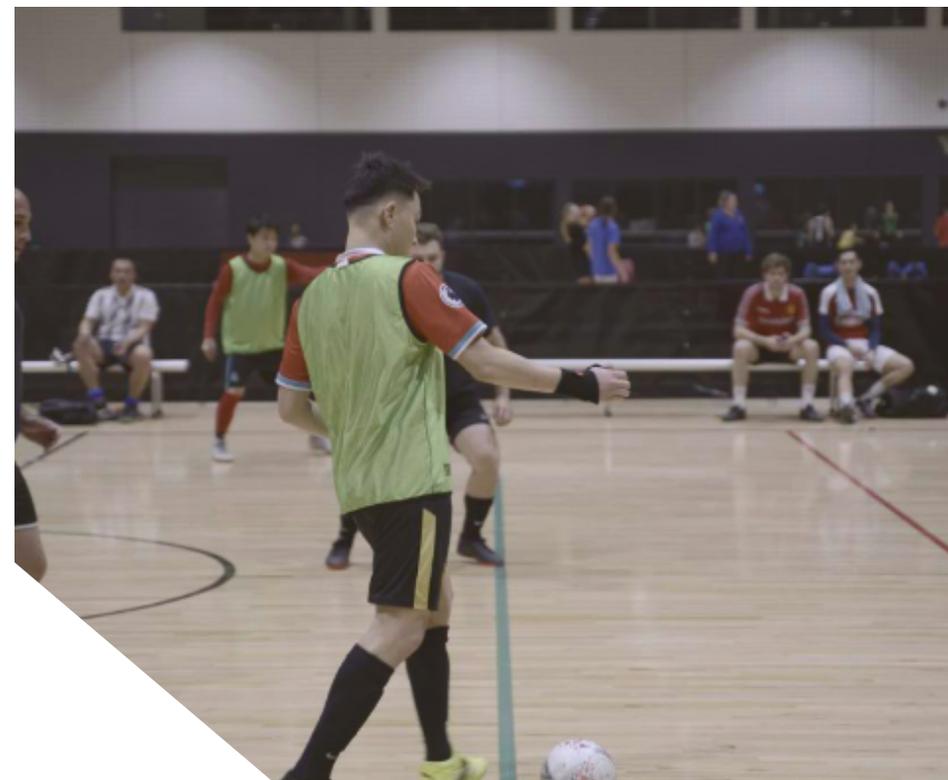
### We have paid for a game but the other team has forfeited and we don't have a game, do we get a refund?

In the event you already pay for your match and the other team forfeits, your match fee payment will be carried over for the next week/ payment.

## Forfeits

### We have had something come up and won't be able to play this week, who do we notify?

The earlier you can notify La Trobe Sport the better. No one likes rocking up to a game and a team not showing up! We recommend notifying La Trobe Sport ([playsport@latrobe.edu.au](mailto:playsport@latrobe.edu.au)) at least 3 days in advance so we can pass on this message to the opposing team and the match officials.





## FAQ's continued

### We must forfeit the game, what is the process?

Please email La Trobe League management, or give us a call as early as possible to notify us of an upcoming forfeit.

- Normal forfeit (outside of 1 week): \$75
- Unnotified forfeit (Inside 1 week): \$120
- Unnotified forfeit (Less than 24 hours or no notification): \$130 - no one likes rocking up to a match with no opponent!
- Withdrawing completely from the competition will incur a \$150 admin fee.

### Why are the forfeit fees so expensive?

Our forfeit fee exists to ensure we can keep our competition cheap and pay our umpires fairly for their time. When we lock in our umpires, we have to pay them regardless for any fixtured matches. In order to not pay any forfeit fees, please find some fill ins for your match! By signing up to our competition, you are committing yourself to play each week.

## Fixtures

### When will the fixture be released?

Fixtures will be released 72 hours before the first game to allow for late registrations. For the first three weeks (generally the grading weeks) fixtures will be released weekly. Once registrations closed, fixtures will be released on a 4-6 week basis.

### Is there an option to have a preferred timeslot?

Unfortunately, due to the volume of our teams, we are unable to give teams a consistent timeslot over the season. Teams should expect to have an even spread of timeslots over the course of the season. We may be able to cater to individual week timeslot preferences, but this is only based on how far out it is from the fixture and viability. This will be made on a case by case basis.

### When the full season fixture is released, will there be any changes?

Due to forfeits and stadium availability, future fixtures may be shuffled around. We recommend that each team double checks their fixture time on the week of their upcoming match. Teams will be notified of fixture changes if the change occurs within two weeks of that fixture.

## Game Day

### What time are we expected to arrive at our games?

It is recommended that teams arrive at least 10 minutes before their game time to ensure match fees have been paid and any outstanding issues have been resolved.

### We haven't paid our match fee yet, can we pay it at the stadium?

Payments can only be online through your Revolutionise account. On the first occurrence of a match fee not being paid, a team will be given a \$10 late fee. Any additional occurrences after this may result in expulsion from the competition.

### Our uniform hasn't arrived yet, are their spares at the stadium?

We have limited sets of uniforms available at the stadium in the first 4 weeks of competition only. Please do not rely on these, as sets may have been fully used in previous games.

## Fill ins

### I have registered as a fill in, how am I contacted for potential openings?

Anyone who has registered as a fill in will be emailed when there is an opening. The first person/ people to respond will get the available spot.

### Our team requires a fill in, how do we acquire one?

There are a range of fill ins on the La Trobe League Facebook Group, so just make a post there. Alternatively email [playsport@latrobe.edu.au](mailto:playsport@latrobe.edu.au) and we will contact any available fill ins. We ask that teams do not rely on fill ins.

### Can we just use a fill in from another team if we don't have enough numbers?

We suggest against using players from other teams, and to only use this as a last resort. If you are to use a fill in from another team, you are to notify La Trobe League management, the umpire, and the opposing team to ensure that this is approved and fair. Teams cannot use the same person to fill in from another team for more than 3 approved matches.

# FAQ's continued

## **Our team is using a fill in that isn't registered to the league, how do we register them?**

Each fill in, no matter how many games they fill in for, must sign up on revolutionise PRIOR to taking the court. You may be deducted points for using an unregistered player.

## **How many times are we allowed to use a fill in?**

You are allowed to use a fill in player a maximum of 4 times (who don't belong to another team). Once they reach 5 games, they must register officially as a part of the team. If you have reached the maximum registration cap for that team, you must either remove someone or they won't be allowed in.

## **Uniform**

### **We have gathered a team together, what uniform do we need to supply?**

Uniforms differ for each competition. Teams must provide their own uniform which includes:

- Netball: Netball bibs for each player, same coloured top underneath
- Futsal: Same coloured jersey, shin guards
- Basketball: Same coloured numbered singlet

### **We are a team full of individual registrants, how do we organise team uniforms?**

Once you are allocated to a team it is the responsibility of the team to provide your own uniform. For individual teams, it is recommended going through BLK on the DYO tool.

### **A team member has misplaced their jersey on the night of the game, what happens?**

It is always recommended to have a backup playing top that's a similar colour to your teams. We do have spare bibs available if a team member is to forget their uniform.

### **There is a colour clash with the team we are playing, do we need to change our uniform?**

We carry spare bibs in the event of a colour clash.

### **I play futsal and have forgotten my shin guards; can I still play?**

Unfortunately, one of our requirements for playing futsal is wearing shin guards. We have shin guards available to purchase at reception.

## **Individual registrations**

### **What do our season fees cover?**

Your season fees cover the following: all match and registration fees, as well as administration costs. The cost of the season fee works out similar if you were to pay weekly as a team.

### **What if I miss a game, do I get a refund?**

Entering as an individual means that you lock yourself into each game. Missing a game is fine, but you won't receive a refund.

### **What if we go into lockdown/ miss games, do we get a refund?**

In the event the competition is suspended, you will receive a credit for that match to use in the future. In circumstances where you won't be returning to the competition, we may offer a refund.

### **What if I am injured/ sick and can't play the rest of the season?**

In the event where you are unable to play for the rest of the season and have already paid, we will offer a credit/ refund on the presentation of a medical certificate. While we don't offer refunds/ credits for individual/ multiple games missed, please speak to La Trobe League Management for any concerns.

### **What if I join the league late, do I still pay the same fee?**

For the first four weeks of the competition the season fee will remain the same. From then on, the fee will reduce at a pro-rata rate.

### **When are we expected to pay our season fees?**

You are expected to pay your season fees in the first two weeks in the competition. Part payments can be organised. If you do select part payments, you will still owe the full amount of the season fee if you were to exit the competition for any reason other than medical/ illness.

### **When will I be allocated into a team?**

You will be allocated into a team approx. 3 weeks out from competition. If you join later than this, we will try to allocate you into a team in 1-2 weeks.





## FAQ's continued

### **Are we expected to buy our own uniforms?**

Yes, individual teams are to provide their own team uniforms. We will have spare sets in the first couple of weeks as we know they may take a bit longer to arrive! Netball teams get three free netball bib hires as a part of their registration.

### **Our team has a bye/ opposition forfeit, do we get a credit for this game?**

No, this is already factored into your season cost. If we have the court capacity, we may offer the court for your team to use as a part of your season sign up for no additional fee. If a team has 4 + forfeits against in a season they may apply for a future credit.

### **How do forfeit fees work for individual teams?**

Individual teams have 'forfeit fee coverage' built into their individual costs. This means if an individual team forfeits, we will cover their extra forfeit costs for up to 2 matches.

### **What happens after our forfeit fee coverage expires?**

If you use up your two forfeits, you will have to pay extra for any forfeits during the season. This will be at an added rate from \$25 - \$75 per team, depending on notice.

### **How many people will be allocated per team?**

We will ensure that you have enough people registered into your team before hitting the court. Generally we will allocate the amount of players on the court + 3-4 extra players as subs.

### **Some people have pulled out of our individual team and we don't have enough to play, do we get a refund?**

If players are unavailable on a week-to-week basis, we can reach out to our fill in database to help you out. If team members have pulled out for good, we can reach out to allocate more members into your team without paying any forfeit costs.

### **I don't like my team, am I able to be allocated to another team?**

We pick teams based on experience, ages, and friends playing together. While we don't encourage team swaps, we are able to facilitate a swap if you feel uncomfortable with a team/ team members. If you ever have any issues or concerns with your team don't hesitate to reach out to the La Trobe Sport team. We won't allow team swaps if it is just based on concerns surrounding skill levels.

### **I have more questions about individual registration, where can I get help?**

No worries! We understand that you may have some questions about individual registrations as it's a bit more complex than a team registration. Please reach out to our team either at [playsport@latrobe.edu.au](mailto:playsport@latrobe.edu.au) for any questions you may have.