



# **REFUNDS POLICY**

**November 2020**

### **1. Purpose**

This document outlines the organisation's Refunds Policy. Refunds may be the result of many instances from athlete illness through to cancellation of event by WPA. This document endeavours to deal with many of the instances that may occur.

### **2. Definitions**

WPA means Water Polo Australia Ltd

AWL means the Australian Water Polo League

### **3. Refunds**

Refunds should be issued at the earliest possible opportunity and paid to the bank account nominated by the club /team or individual.

The tables at appendix 1 suggest the typical causes for refunds to clubs/teams and individuals. Whilst these table endeavour to cover as many scenarios as possible there will be others which should be assessed on their own merit.

### **4. Approvals**

Approvals for the payment of refunds should be undertaken within the guidelines of financial delegations.

## Appendix 1

Team / Club	
Deposit and/or Full payment made. Team withdraws more than 30 days before the event.	Full refund to be made
Deposit and/or Full payment made. Team withdraws within 15-30 days of the event.	Deposit retained by WPA; balance returned to team
Deposit and/or Full payment made. Team withdraws within 15 days of the event.	All fees kept by WPA
Full payment made. Team is unable to travel to the event due to externally enforced travel restrictions - must be notified within 15 days of the event.	Full refund to team/club.
Full payment made. Team is unable to secure minimum number of players, registered through the draft but unsuccessful. WPA has tried to secure other players for the team.	Deposit retained by WPA. Remaining fees returned to team.
Team deposit has been paid, but club does not pay remaining team fee by the required date.	WPA to keep deposit. If team does not pay remaining fee, WPA do not permit team to attend the event.
Full payment made. WPA suspend team from competition for breach of competition rules, within 14 days of the event.	WPA to keep 75% of fees and refund the remaining to team.
Full payment made. WPA suspend team from competition for breach of competition rules at the event.	WPA to retain fees
AWL - Competition is terminated during the season by WPA due to force majeure	Balance of funds after all expenses have been accounted for to be divided equally and refunded to all clubs
AWL - Team withdraws part way through season	WPA to retain fees paid
Event cancellation or abandonment prior to event commencement for events where participants are responsible for their own travel and accommodation costs.	Full refund to team/club.
Event cancellation or abandonment – post event commencement for events where participants are responsible for their own travel and accommodation costs.	Pro rata refund to team/club based on the percentage of the event that has been completed.

<b>Individuals</b>	
Individual Draft Player deposit paid. Player becomes sick or injured, club does not cooperate with player in providing appropriate information (up to 14 days before the event)	Deposit returned to the player.
Individual draft player deposit paid. Player is not successful in the draft	Deposit returned to the player
Individual Draft Player deposit paid. Player does not contact receiving team, provides no reason for drop out.	Deposit retained by WPA
Age Group Program Deposit and/or full payment made Player must withdraw due to illness or injury, camp is cancelled	Deposit and other funds less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws > 30 days of event	Full refund to player less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws 15 – 30 days from event	Deposit retained by WPA balance refunded less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws within 15 days of event	All fees retained by WPA
Age Group Program Deposit and/or full payment made Player is suspended by WPA and removed from the squad/camp.	All fees retained by WPA.

<b>Date Prepared / Reviewed:</b>	<b>By Whom:</b>	<b>Approved By:</b>	<b>Board Approval Date:</b>	<b>Next Review Date:</b>
<b>November 2020</b>	CFO	Board	12/12/2020	Nov 2021
<b>February 2021</b>	GM Corporate Services	Board	26/2/2021	Feb 2022