



## REFUND AND WITHDRAWAL POLICY

All players registering with Rossmoyne Volleyball Club agree to the following terms regarding withdrawal.

Withdrawal refers to the situation where someone has registered (or been registered) and paid to attend a service or program but now no longer wishes to continue attending for whatever reason.

The term “player” can refer to both someone who has already registered (or been registered) for a service or program, or someone who has the potential to register (or be registered) for a service or program.

*In general, the policy is written around the fact that when a player registers, they are taking a spot that cannot then be filled by another person. As such, the amount of refund that will be given following a withdrawal will typically be reflective of:*

- *The relative ease/difficulty of finding a new player to take the vacant position created by the withdrawal.*
- *The amount of services and benefits the player has garnered prior to withdrawal.*



**ROSSMOYNE  
VOLLEYBALL  
CLUB**

## **WAVL**

As soon as a player accepts a WAVL offer they are considered to be part of a WAVL team.

The WAVL season is considered to commence for a team on the date of their first fixtured game, including any grading day games.

The WAVL season refers to the regular season only. Finals games are not taken into consideration when determining how many games remain in the WAVL season.

The term “fees” refers to the total cost of the season fees for the specific team the player has accepted an offer for. Fees are therefore the same regardless of whether a player pays their fees in full or via multiple instalments.

### **Withdrawal prior to the season commencing**

- A player who withdraws from a WAVL team with 4 or less weeks until the start of the season:
  - Will be entitled to a refund equal to 50% of the cost of their fees.
- A player who withdraws from a WAVL team with greater than 4 weeks until the start of the season:
  - Will be entitled to a refund equal to 75% of the cost of their fees.



## Withdrawal after the season has commenced

- A player who withdraws from a WAVL team once the season has commenced is not eligible for any refund.
- Players who withdraw after the commencement of the season are still expected to pay any outstanding fees.

## Injuries

- If a player suffers a certified season ending injury or illness, they may be entitled to a partial refund regardless of whether the season has commenced or not:
  - If the injury or illness occurs with 5 or less games remaining no refund will be given.
  - If the injury occurs with 6 or more games remaining a player will be entitled to a partial refund:
    - Following diagnosis, the player must let the club know about the injury/illness as soon as they are reasonably able.
    - If requested, the player must provide the club with documentation which adequately certifies the diagnosis, as determined by the committee.
    - The refund amount will be equal to the percentage of the number of games remaining applied to the total cost of season fees minus a \$30 admin fee.
      - The admin fee may be waived at the discretion of the committee.



## **ROSSMOYNE VOLLEYBALL CLUB**

- A player who accepts this refund will not be permitted to play any games for the remainder of the season, including any finals games.
- Players will not be entitled to a refund for games missed as the result of non-season ending injuries or illnesses



**ROSSMOYNE  
VOLLEYBALL  
CLUB**

## **WAVJL (JUNIOR LEAGUE)**

As soon as a player accepts a WAVJL offer they are considered to be part of a WAVJL team.

The term “fees” refers to the total cost of the season fees for the specific team the player has accepted an offer for. Fees are therefore the same regardless of whether a player pays their fees in full or via multiple instalments.

The WAVJL season is considered to commence for a team on the date of their first fixtured game, including any grading day games.

The WAVJL season refers to the regular season only. Finals games are not taken into consideration when determining how many games remain in the WAVJL season.

*WAVJL teams typically have fewer players than WAVL teams to allow players to receive more court time. Withdrawals can have a significant effect on the feasibility of the team to enter the competition and field at least six players each week. As a result of the critical effects withdrawals can have on WAVJL teams, the WAVJL withdrawal policy has had to be made rather strict.*



## ROSSMOYNE VOLLEYBALL CLUB

### Withdrawal prior to the season commencing

- A player who withdraws from a WAVJL team with 2 or less weeks until the start of the season:
  - Will not be entitled to a refund.
    - *At this point, it is almost certainly too late to find a replacement for the team.*
- A player who withdraws from a WAVJL team with between 2 and 6 weeks until the start of the season:
  - Will be entitled to a refund equal to 50% of the cost of their fees.
- A player who withdraws from a WAVJL team with greater than 6 weeks until the start of the season:
  - Will be entitled to a refund equal to 75% of the cost of their fees.

### Withdrawal after the season has commenced

- A player who withdraws from a WAVJL team once the season has commenced is not eligible for any refund.
- Players who withdraw after the commencement of the season are still expected to pay any outstanding fees.

### Injuries

- If a player suffers a certified season ending injury or illness, they may be entitled to a partial refund regardless of whether the season has commenced or not:



## **ROSSMOYNE VOLLEYBALL CLUB**

- If the injury or illness occurs with 5 or less games remaining no refund will be given.
- If the injury occurs with 6 or more games remaining a player will be entitled to a partial refund:
  - Following diagnosis, the player must let the club know about the injury/illness as soon as they are reasonably able.
  - If requested, the player must provide the club with documentation which adequately certifies the diagnosis, as determined by the committee.
  - The refund amount will be equal to the percentage of the number of games remaining applied to the total cost of season fees minus a \$30 admin fee.
    - The admin fee may be waived at the discretion of the committee.
  - A player who accepts this refund will not be permitted to play any games for the remainder of the season, including any finals games.
- Players will not be entitled to a refund for games missed as the result of non-season ending injuries or illnesses



**ROSSMOYNE  
VOLLEYBALL  
CLUB**

## KIDS VOLLEY & JUNIOR SKILLS

Kids Volley and Junior Skills programs are term-based programs. Programs commence on the day of the first scheduled session for each term. Meaning, if the first Kids Volley session for term 2 is scheduled to start on 5pm Monday 2nd May, the program is considered to have begun as of Monday 2nd May, regardless of the time.

*We pay fees back to Volleyball WA based on the number of players (participants) of our Kids Volley and Junior Skills. We pay the same fee to Volleyball WA regardless of the number of sessions a participant attends. As a result, our capacity to give refunds for players who withdraw is somewhat limited.*

### Withdrawal prior to commencement of the program

- A player who withdraws from a Kids Volley or Junior Skills program prior to commencement of the program will be entitled to a full refund minus a \$30 administration fee.

### Withdrawal after the program has commenced

- A player who withdraws from a Kids Volley or Junior Skills program after the program has commenced may be entitled to a partial refund:



## **ROSSMOYNE VOLLEYBALL CLUB**

- Once the first 2 sessions have passed, no refunds will be given.
- Before the first 2 sessions have passed, players who withdraw will be entitled to a refund:
  - The refund amount will be equal to the cost of the program fees, minus the cost of the number of sessions which have passed, minus a \$30 administration fee.
- Players are not entitled to a refund for any sessions which they miss or are unable to attend.

### **Players registering for the wrong program**

- In cases where the player has registered for the wrong program (e.g. a primary school aged player has been registered for Junior Skills) there are two possible options a player can choose:
  - The registration can be cancelled and a full refund given minus a \$20 administration fee.
    - If the Club does not receive a response from the player indicating which option they prefer, this will be the default option.
  - The registration can be transferred to the correct program:
    - If the new program costs more than the original program the player will be required to pay the price difference prior to the registration being transferred.
    - If the new program costs less than the original program the difference will not be refunded.



**ROSSMOYNE  
VOLLEYBALL  
CLUB**

## UNIFORMS AND MERCHANDISE ORDERS

Except in cases where items are defective, all uniform and merchandise orders are final unless determined otherwise by Rossmoyne Volleyball Club.

Rossmoyne Volleyball Club reserves the right to cancel and refund any uniform and merchandise orders. This may include cases where orders have been placed by customers using discount codes which are not applicable to the customer.

If an item is deemed as defective, it will be replaced with a non-defective equivalent of the same item. If a non-defective equivalent is not available, or cannot be made available within two weeks, a refund will be given.

Uniform and merchandise orders require a committee member to be present to organise and distribute the order. As such, the times when orders can be collected must be arranged in advance.

*Sometimes we have uniforms and merchandise on hand, but often we order these items from our suppliers when people place an order with. This is why uniform and merchandise orders are final and cannot be refunded, except when items are defective.*



## **ROSSMOYNE VOLLEYBALL CLUB**

### **Orders placed by players**

- Uniform and merchandise orders will be made available for collection during a players designated training session or program session time.
  - In the first instance, the club will contact the player to let them know when the order will be available for collection.
    - If the first collection time is unsuitable, it is then the responsibility of the player to communicate with the club to arrange a suitable collection time.
- If a player withdraws after placing an order but before collection has occurred:
  - The order still stands.
  - It is the responsibility of the ex-player to liaise with the club to organise a suitable collection time.
  - No refunds will be given if a suitable collection time cannot be determined.

### **Orders placed by non-players**

- Uniform and merchandise orders can be made available for pickup during typical weekdays.
  - In the first instance, the club will contact the customer to let them know when the order will be available for collection.



## ROSSMOYNE VOLLEYBALL CLUB

- If the first collection time is unsuitable, it is then the responsibility of the customer to communicate with the club to arrange a suitable collection time.

## OTHER SITUATIONS

Refunds pertaining to any situations not otherwise outlined in this document will be determined by the committee. To ensure fairness moving forward, this document will then be updated to include the situation and the relevant decision outcome.

| Revision | Date    | Comment  | Revised by    |
|----------|---------|--|---------------|
| 2        | 26/7/22 | Kids Volley + Junior Skills section updated to manage incorrect bookings | M. Waddington |
|          |         |  |               |
|          |         |  |               |
|          |         |  |               |