

WOOLWORTHS NETSETGO REFUND POLICY



1. REFUND OF INDIVIDUAL MEMBERSHIP FEE

Should a player choose to withdraw from a Woolworths NetSetGO program, they are able to be refunded a portion of the fee. Netball SA charges a \$40.00 withdrawal fee that applies to all participants that withdraw from the program.

This component of the fee is the Netball Australia registration fee (including the cost of the pack) plus a minimal amount of the Netball SA fee, that can only be refunded in the below circumstances, providing the participant has not already been sent a participant pack, included on the invoice, and has not attended more than 50% of the scheduled Woolworths NetSetGO program.

- a) If the designated centre does not commence to run the Woolworths NetSetGO program
- b) If the participant has a medical condition that prevents them from commencing the Woolworths NetSetGO program with a supporting medical certificate from a medical practitioner or;
- c) Netball Australia or the relevant Member Organisation deems the Woolworths NetSetGO program has not been delivered to a reasonably expected standard

We recommend the centre implements a non-refundable administration fee to each registrant to ensure the centre is not left financially liable should a player withdraw. It is also crucial to select teams before players register, and then communicate clearly to parents which program they need to register their child to. If they make an error and need to be withdrawn, they will have to pay the fee.

Updated January 2023.