

2024 REFUND & DEREGISTRATION PROCESS



NETBALL SA MEMBERSHIP FEE

1. Once an individual member registration has been entered in the Database, that individual member will not be entitled to claim a refund of the Netball SA component of membership fees 30 days after the participant has registered, unless extenuating circumstances exist and an individual refund application is made to Netball SA.
2. Membership fees will not be refunded once a player takes the court in a competition or where the player has made an insurance claim.
3. It is the responsibility of the club to ensure that any players have been de-registered from the competition/s that they are competing in, if no longer continuing to play in the affiliation year.
4. Netball SA reserves the right to make decisions in its absolute discretion regarding individual refund applications made in respect of the Netball SA Membership fees.
5. [Requests for refunds of the Netball SA Membership fee must be made by the individual member here.](#)

WOOLWORTHS NETSETGO

1. Once an individual player registration has been entered in the Database, that individual will not be entitled to claim a refund of the Woolworths NETSETGO fees 30 days after the participant has registered, unless extenuating circumstances exist and an individual refund application is made to Netball SA.
2. Registration fees will not be refunded once a player takes the court in a program or competition or where the player has made an insurance claim.
3. Should a player be approved for a refund from a Woolworths NetSetGO program, they are able to be refunded a portion of the fee. Netball SA charges a \$42.50 withdrawal fee that applies to all participants that withdraw from the program.
4. This withdrawal fee includes 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 had their information uploaded to Netball Australia to process the 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
5. [Requests for refunds of the Netball SA Membership fee must be made by the individual member here.](#)

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NETBALL SA PROGRAM REGISTRATION FEE (NON WOOLWORTHS NETSETGO)

1. Once an individual registration has been entered in the Database, that individual member will only be eligible for a refund in the following circumstances.
 - a) Notification of withdrawal in writing 5 or more days prior to the clinic/program - Full refund (not including Transaction or PlayHQ fees)
 - b) Notification of withdrawal in writing 3 to 4 days prior to the clinic/program - 50% refund (not including Transaction or PlayHQ fees)
 - c) Less than 3 days prior to clinic/program – No Refund
2. Sickness
 - a) If a participant has cold or flu symptoms, we encourage you to use your best judgement and withdraw them if necessary. If you are monitoring the participant's sickness in the lead up to the clinic and are unsure whether to withdraw them, please contact the event organiser or by email info@netballsa.asn.au
3. Special circumstance
 - a) If the participant is withdrawn at any time noting a special circumstance, this will be assessed on a case-by-case basis and if under 5 days, will be determined at the time of withdrawal.
4. [To apply for a refund of your registration fees please click here.](#)

UPDATED JANUARY 2024