

2025

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SCNA

# Refund Policy



**SOUTH  
CANBERRA**  
NETBALL ASSOCIATION

# SCNA Refund Policy

The SCNA Refund Policy intends to make it clear who may be eligible for refunds, how much they are entitled to have refunded and how to apply for refunds. By registering for any Competition or Program, or when ordering any merchandise, you must agree to terms and conditions of SCNA's refund policy.

## General refund guidelines

Generally, a refund can only be provided in the event of documented injury or illness that prevents someone from playing/ participating in the full duration of a competition or program. Refunds may also be provided in extenuating circumstances which must be approved by the Executive Committee. No refunds will be given for change of mind throughout the season for not knowing the commitment once the season commences.

Please note that SCNA can only provide refunds for the SCNA component of any fees.

You can make a request for a refund via the following link:

[https://docs.google.com/forms/d/e/1FAIpQLSe\\_oDuQMQgFwan3Nj2yU0Ci6SHEWxPU-Maed8AtvpQQZK6SUA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSe_oDuQMQgFwan3Nj2yU0Ci6SHEWxPU-Maed8AtvpQQZK6SUA/viewform?usp=sf_link)

We are not able to refund Netball Australia or Netball ACT fees. If you require a refund of your Netball ACT fee you can fill out the following form: <https://www.surveymonkey.com/r/membershiprefund> and they will advise if you are eligible for a refund and process as necessary

If you require a refund of school/ club fees, then you must speak to the school/ club coordinator

A Refund can come in the form of either a repayment back into the nominated bank account or a voucher code for use for future comps/ programs

## The following conditions will apply for specific comps/ programs:

### Winter Competition:

- A full refund of SCNA fee prior to grading commencing (less \$5 admin fee)
- A 75% refund of SCNA fees during grading
- A 50% refund of SCNA fees before round 2 of competition
- No refund after round 2 of competition

### Summer Competition:

- A full refund of SCNA fee prior to competition commencing (less \$5 admin fee)
- A 75% refund of SCNA before round 2 of competition
- No refund after round 2 of competition

### Junior Rep:

- A full refund before 1st Rep Carnival
- a 50% refund before 2nd Rep Carnival
- No refund offered after 2nd Carnival

### Senior Rep:

- A full refund before Round 1 of games
- A 50% refund before Round 3
- No refund following Round 3

**Please note for all competitions and programs:** A refund may be provided following the final refund period where proof of injury or illness is provided or in extenuating circumstances whereby a decision is made by the Executive Committee. The amount that is refunded is up to the discretion of the Executive Committee. You will be required to provide evidence of injury/ circumstances when completing the refund request form.