Playing and Membership Fees Refund Policy

Revision	01
Status	For Use
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Policy Owner	IHACT Treasurer

1. Purpose

1.1. This document outlines the refund policy of Ice Hockey ACT (IHACT).

2. Scope

2.1. This policy applies to payments made in respect of membership fees paid by all IHACT members.

2.2. This policy applies to payments made in respect of season playing fees, training fees, and any other events organised and managed directly by Ice Hockey Australia.

2.3. Requests for refunds from members playing in self-managed teams (generally B and C grade teams) are out of scope for this policy.

2.4. Requests for refunds for membership of Ice Hockey Australia are out of scope for this policy.

3. Refunds

3.1. IHACT Membership fees are not refundable.

3.2. In exceptional circumstances, season playing fees or training fees may be refundable.

3.3. Ice Hockey is an inherently risky sport. Accordingly, refunds are not available for general injuries sustained because of participating in on-ice activities, or any other activity.

3.4. However, provided that not more than half of the scheduled regular season games or training sessions have elapsed, the IHACT Board (or an authorised sub-Committee) may consider requests to refund season playing fees and/ or training fees against the following criteria:

3.4.1. Season-ending injury incurred by the member while undertaking voluntary work (such as coaching or organising junior development activities), or officiating duties, for IHACT.

3.4.2. Unforeseen relocation of the member's (or in the case of junior members, the member's parent, or guardian) main place of employment, outside of the ACT, as required by the member's employer (eg military service deployments).

3.4.3. Extreme financial hardship because of redundancy or serious illness/injury resulting in a member being unable to continue in paid employment for an extended period.

3.5. For the avoidance of doubt, refunds are not available if more than half of the relevant playing season or training period has elapsed at the time of the application.

4. Application for refund

4.1. A member must apply for a refund in writing, stating the reasons for the refund against the criteria set out in clause 2.4 of this policy.

4.2. Any application for a refund must be accompanied by appropriate documentary evidence (medical certificate, letter from employer etc).

4.3. The decision by the IHACT Board, or an authorised sub-Committee, regarding an application for a refund is final.

5. Payment of Refunds

5.1. If a refund is agreed, at its absolute discretion, the IHACT Board may provide the refund by way of:

5.1.1. The original payment method, less $50 administrative fee, pro-rata for any games or training sessions played; or

5.1.2.a voucher for future fees, valid for a future season / training period.

6. Conditions attached to refunds, if granted

6.1. If a refund is granted, the member is ineligible to participate in any further games or training sessions for the remainder of the relevant season/ training period.