

Caloundra District Netball Association

REFUND POLICY

2025

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1. Purpose and Background:

- 1.01 Caloundra Districts Netball Association (CDNA) conducts a number of events and competitions throughout the year. On occasion a withdrawal may occur due to illness or injury. This policy details the terms and conditions of our cancellation policy to provide a transparent and fair process for all participants whilst also covering costs incurred by CDNA as a result of the cancellation.
- 1.02 This policy applies to all participants at CDNA including but not limited to, players, umpires, team officials, volunteers, spectators, staff and external associations and clubs.

2. CDNA Member Registrations

- 2.01 Where a player withdraws from a competition; Junior, Night, Spring Twilight, each entity will be responsible for the approval of withdrawal/deregistration and their portion of fees.
 - (a) Netball Queensland Player Membership fees – refunds will be as per the Netball Queensland Participant Terms ([Link](#))
 - (b) CDNA Program Fees – refunds will be offered as per the following:
 - If a player has taken the court for trials/training/competition, no refunds will be issued.
 - If a player has not taken the court for trials/training/competition and the deregistration is received prior to Round 1 of the competition, a full refund will be offered.
 - If a player has not taken the court for trials/training/competition and the deregistration is received after Round 1 but before Round 3, a 50% refund will be offered.
 - If a player has not taken the court for trials/training/completion and the deregistration is received after Round 3, any refund will be at the discretion of the Executive Committee
 - (c) Club Membership Fees will be as per the clubs own refund policies.
- 2.02 Where 'Play On' vouchers are used against the CDNA Program Membership fee, no refund will be offered.
- 2.03 Approved refunds will be processed via Stripe (Netball Connect Payment Gateway).

3. CDNA Carnivals

- 3.01 Acceptance of team nominations is dependent upon availability in the age group and division requested.
- 3.02 Team withdrawals/deregistration's must be completed in Netball Connect by the team registrar.
- 3.03 A full refund will be issued if deregistration is completed and approved no less than 7 days prior to the event. Refunds will be processed via Stripe (Netball Connect Payment Gateway).
- 3.04 Team withdrawals/deregistration's received within 7 days of the event are not guaranteed a refund of the nomination fee.
 - (a) Every effort will be made to replace the withdrawn team. If a replacement team takes up the available position, a partial refund of 70% will be provided to the withdrawing team. Refunds will be completed via Stripe (Netball Connect Payment Gateway).
 - (b) If a replacement team cannot be found, then the full carnival fee will be retained.
- 3.05 In the event that CDNA cancels or postpones the carnival due to inclement weather, or for any other reason, the team nomination fee will be refunded in full if the team is unable to participate on the rescheduled date.

4. CDNA Development Programs

- 4.01 Participant registration and fee is recorded via online registration system.
- 4.02 Participant withdrawals must be confirmed to CDNA in writing by emailing admin@caloundranetball.org.au.
- 4.03 Participant withdrawals made at least seven days prior to the commencement of the program will be refunded in full.
- 4.04 Participant withdrawals received within seven (7) days of the commencement date, or after the program has commenced, may not be eligible for a full refund. Refund requests in these circumstances will be considered on a case-by-case basis.
- 4.05 In the event that CDNA cancels the whole program, the registration fee will be refunded in full.

5. CDNA Umpiring Courses

- 5.01 Participant registration and fee is recorded via online registration system.
- 5.02 Participant withdrawals must be confirmed to CDNA in writing by emailing admin@caloundranetball.org.au or umpiring@caloundranetball.org.au
- 5.03 Participant withdrawals made at least seven days prior to the commencement of the program will be refunded in full.
- 5.04 Participant withdrawals received within seven (7) days of the commencement date, or after the program has commenced, may not be eligible for a full refund. Refund requests in these circumstances will be considered on a case-by-case basis.
- 5.05 In the event that CDNA cancels the whole program, the registration fee will be refunded in full.

6. CDNA Representative Program

- 6.01 Players registering to trial for representative teams must complete their registration online with payment of the required non-refundable trial fee.
- 6.02 Upon selection into a Representative Squad, players are invoiced for a non-refundable participation fee. Payment of this fee is required to confirm the player's place in the Representative Squad/Team.
- 6.03 Player withdrawals must be confirmed in writing to the Representative Convenor, repnetball@caloundranetball.org.au
- 6.04 If a player is required to withdraw from a team due to injury/illness, CDNA will refund all costs that have not been spent. CDNA will not refund costs already spent on behalf of the player (e.g., warm-up carnivals, costs associated with change of travel bookings due to withdrawal etc). Fees refunded will be at the discretion of the CDNA Representative Convenor.
 - (a) CDNA will not refund costs if a player has been removed from a team for disciplinary reasons.
 - (b) CDNA will not refund costs if a player withdraws throughout State Age.

7. CDNA Policies and Procedures

- (a) All policies are available for access via www.caloundranetball.org.au