

National Levy Refund Policy

DATE: 7 DECEMBER 2021

CEO Approved:	Enter date that Board approved policy
Policy Effective:	1 January 2022
Last updated:	11 November 2021
Version:	Enter version number

1. Purpose

All individuals who complete an online registration through the RevolutioniseSPORT platform are financial members. This document outlines Hockey Australia's Refunds Policy. This document endeavors to identify any of the instances where a refund may be requested.

2. Refunds

Refunds requests must be made within 60 days of registration and outline the basis on which the request has been made against the criteria set out in this policy.

Hockey Australia shall consider the circumstances provided by the member and determine if the criteria for a refund have been provided. A refund will not be provided due to a change of mind.

Any refund approved by HA will be paid back to the account used to make the registration or such other bank account as nominated by the individual.

3. Club Hockey

Who is eligible to a full HA levy refund?

A financial member will only be eligible for a refund if:

- It is within 60 days of registration
- there is a valid reason as to why they cannot participate after registration, including but not limited to:
 - **Medical, including non-Hockey related injury**
 - **Extraordinary change in circumstances**
- the member has not taken to the field for a game.
- the Hockey Australia Insurance scheme has not been applied for in the current season by the member.

4. Hookin2Hockey/Program Member

Who is eligible to a refund?

A registered program member (any members who has paid the HA Program levy) is only eligible for a refund of the Hookin2Hockey/Program fee if:

- there is a valid reason for not participating in the program, including:
 - **Medical including non-Hockey related injury**
 - **Extraordinary change in circumstances**
- the member has not participated in a program.
- The Hockey Australia Insurance scheme has not been applied for in the current season by

the member.

Participant Packs

- In the instance where the Hookin2Hockey participant pack was purchased, a refund will only be provided if the pack is returned unused within 30 days of purchase. The product must be returned complete and in the original condition to receive a full refund. Please contact Hookin2hockey@hockey.org.au to organise a refund.
- Postage costs associated with returning the pack are the responsibility of the customer.
- If you believe the product to be faulty or not to your satisfaction, please contact hookin2hockey@hockey.org.au to organise a replacement.