

The University of Queensland Cricket Club

Refund Policy



Last Approval Date: 01 March 2020

Review date: 01 March 2021

PURPOSE AND OBJECTIVES

The purpose of this policy is to outline The University of Queensland Cricket Club's (UQCC) stance in relation to the refund of monies paid to the club for registration, Blues Academy private coaching, and coaching programs. UQCC upholds a fair and equitable refund policy that is reviewed annually.

All requests for refunds must be made in writing to the Club Administrator, admin@ugcricket.com.au. All refunds remain at the discretion of the Club Administrator and/or the Operations Manager.

REFUND OF REGISTRATION FEES

Refunds for player registration fees, this includes Senior and Junior (MSW) will be calculated on the following basis:

- If a player leaves at any time before the first game – a full refund of fees paid is applicable;
- If a player leaves within 6 weeks after the first game – a 50% refund of fees paid is applicable;
- If a player leaves more than 10 weeks after the first game – no refund is applicable.

Exception to this is where a Senior Player registers and pays full fees, but then is subsequently not selected to play in fixtures during the season. The calculation of the appropriate refund will be at the discretion of the Executive Committee (or nominee).

All approved refunds of registration fees will be minus the non-refundable my-cricket transaction and administration fee. If a training shirt has been distributed to the player, then the cost of the shirt will also be deducted from the applicable refund amount.

REFUNDS FOR JUNIOR BLUES PROGRAMS

Refunds for player registration fees in any Junior Blues Programs will be calculated on the following basis:

- If a player leaves at any time prior to the first session – a full refund of fees paid is applicable;
- If a player leaves at any time after the first session – refunds will be considered on a case by case basis.

In the first instance, UQCC will endeavor to re-schedule those sessions cancelled due to weather at other appropriate days / times. Where 50% or more of the sessions are cancelled due to weather UQCC will consider appropriate refunds to registered participants.

Refunds for Junior Blasters programs will require additional time for processing, as this is a Cricket Australia program not a UQCC program registration fees are paid to Cricket Australia and then a portion is distributed to the Club. The Club can authorize the refund of the club portion; however, the remaining fee refund will have to go via Cricket Australia. In instances where the participant pack has already been distributed to the player the portion of the fees for that pack will not be refundable.

REFUNDS FOR BLUES ACADEMY PRIVATE COACHING

Refunds for Blues Academy Private Coaching sessions will only be applicable when 24 hours or more notice is given. No refund will be paid for sessions cancelled with less than 24 hours notice, or for no shows.

REFUNDS FOR BLUES ACADEMY PROGRAMS

Requests for refunds for Blues Academy Programs, such as holiday clinics or high performance programs are assessed on a case by case basis. At least 24 hours notice should be given if a participant is not attending part of or all of a program they have registered for.

TRANSFER OF FEES OR OTHER MONIES PAID

In the instance where a member has registered and paid for the wrong program or registration type, UQCC allow for the transfer of monies paid across to the correct program or registration type. For example, if a parent accidentally registers their child into the Junior Blues, but the child should be in MSW Juniors, the Administrator will transfer the registration fees across to the correct program. The Administrator will arrange a refund of the difference, or a request for the parent to pay the difference, where appropriate.

Payments for Blues Private Coaching or Academy Programs are only transferrable to other Blues Academy services (not player registration), and are at the discretion of the Administrator.

Please contact us for more information, admin@uqcricket.com.au.

PAYMENT OF REFUNDS

Once UQCC approves a refund, the Administrator will request the preferred account details be provided for the refund payment. Those details will be forwarded onto the club Treasurer, who will process the payment of the refund. UQCC will aim to process all payments of refunds within a reasonable time frame.

COMPLAINTS

UQCC takes all complaints seriously will investigate all complaints in a confidential manner. Complainants will be informed of the outcome of the investigation within a reasonable period of time. If you would like to make a complaint, please do so in writing, to admin@uqcricket.com.au.