



Refund Policy

Purpose

The Flagstaff Hill Falcons Netball Club is committed to providing a fair and transparent refund policy for all members. As team registrations, player allocations, and club budgeting are based on confirmed player numbers, the following conditions apply.

Trial Fees

The trial fee is non-refundable. This fee contributes to the administration and organisation of the player selection and team placement process and will not be refunded under any circumstances.

Club Registration Fees

Once team selections have been finalised, players have been allocated to teams, and families have been notified, the club portion of registration fees is non-refundable.

This policy exists to ensure that teams remain balanced and financially viable, as player numbers directly impact team composition, coaching resources, and club operating costs. A player's withdrawal after teams have been formed may affect the balance and sustainability of the team and the club's season planning.

Requests for exceptional consideration due to serious or unforeseen circumstances may be submitted in writing to the Committee and will be assessed on a case-by-case basis. Any decision made by the Committee will be final.

Netball & SUNA Fees

A portion of the season fees are paid directly to Netball SA or Southern United Netball Association (SUNA) and are subject to the refund policies of those organisations.

Members seeking a refund of these fees must apply directly to the relevant organisation. The Flagstaff Hill Falcons Netball Club cannot approve or process refunds for fees retained by external governing bodies or associations.

Uniform Purchases

Members are encouraged to carefully check sizing and uniform requirements before placing orders. Members are responsible for ensuring measurements are correct and not going off size due to providers different sizing.



Uniform purchases are generally non-refundable, except in special circumstances approved by the Committee. Where stock is available, the club may be able to facilitate an exchange for an alternative size; however, exchanges cannot be guaranteed and are subject to stock availability.

Customised or specially ordered uniform items may not be exchanged or refunded.

Refund Requests

All refund requests must be submitted in writing to the Club Committee and include the reason for the request and any supporting documentation where relevant.

The Committee reserves the right to assess each request individually and determine whether any refund or credit is appropriate under the circumstances.

Policy Review

The Flagstaff Hill Falcons Netball Club reserves the right to amend this policy at any time. The current version of the policy will be made available to members through the Club's communication channels.

Approved by: Flagstaff Hill Falcons Netball Club Committee

Effective Date: 24/06/2026

Review Date: 24/06/2027