



Absence & Refund Policy

Issue: 3

Issue Date: November 2025

Review Date: July 2026

Responsible: Hitchin Netball Club Committee

The committee is collectively responsible for ensuring this policy is implemented, reviewed, and updated as required.

Purpose

The purpose of this policy is to outline Hitchin Netball Club's approach to managing player absences and refund requests. It ensures that all players are accounted for during training and matches, that safety and consistency are maintained, and that members and parents understand the Club's expectations. The policy also provides clarity on the circumstances in which refunds may be considered and helps to maintain fairness and transparency in the management of fees and attendance.

Scope

This policy applies to all registered players of Hitchin Netball Club, as well as their parents or carers. It also applies to all Club coaches and volunteers who have responsibilities relating to attendance, administration, or membership management.

Policy Statement

Hitchin Netball Club is committed to providing a safe and high-quality training environment for all players. The Club depends on accurate attendance information to ensure the safety and wellbeing of all members. Parents and carers are therefore required to notify the Club in advance if their child will be absent. Refunds will only be considered in accordance with the criteria outlined in this document, and members are expected to follow the procedures described. This policy is designed to promote fairness, consistency, and accountability across the Club.

Procedures / Implementation

Absence Notification

Parents and carers must inform the Club in advance if their child will be unable to attend training. Notification can be made by email to contact@hitchinnetballclub.co.uk, through the relevant Year WhatsApp group, or by sending a direct message to the coach if the

matter is sensitive. Providing notice in advance allows coaches to ensure all players are accounted for and helps to maintain accurate attendance records. It also prevents confusion or concern in cases where a parent of a Youth Session player (Year 10 and above) might mistakenly believe their child is attending a session when they are not. The coach will notify the Administration Manager of any absences not reported in the group WhatsApp.

Attendance at Training

At the start of each training session, coaches will take a register to record attendance. If a Youth Session player (Year 10 and above) is expected but not present, and no prior notification has been received, the coach will post a message in the relevant Year WhatsApp group to inform parents that the player is not in attendance and will record the absence as **X**. The session will then continue with the remaining participants to ensure safety and order.

Consequences of Unnotified Absence

If parents do not notify the Club of absences on more than one occasion, they will receive a reminder. Continued unnotified absences may mean that the player's place at the Club could be offered to someone on the waiting list. Long-term injury or chronic illness only need to be communicated to the Club at the start of the absence.

Refunds

Non-attendance, whether notified or not, does not qualify for a refund. Once a member has registered and the training term has commenced, refunds for that half term will not be issued, even if the player decides to withdraw. All cancellation requests must be made in writing via email to the Administration Manager.

Annual Payment

If a player has paid for the season, refunds will be issued when confirmation of cancellation has been received as follows. Notice given in:

Autumn 1st Half Term	£160
Autumn 2nd Half Term	£125
Spring 1st Half Term	£91
Spring 2nd Half Term	£63
Summer 1st Half Term	£28
Summer 2nd Half Term	No Refund

Termly Payments

If a player has paid termly, refunds will be issued when confirmation of cancellation has been received as follows. Notice given in:

Autumn 1st Half Term	£34
Autumn 2nd Half Term	No Refund
Spring 1st Half Term	£28

Spring 2nd Half Term	No Refund
Summer 1st Half Term	£28
Summer 2nd Half Term	No Refund

Monthly Payments

If a player is paying monthly, the subscription cancellation will be triggered immediately, but the subscription will remain active until the end of the current billing period. No further payments will be processed after that period.

Cancellation by Club

If training sessions or matches are cancelled by the Club—for example, due to bad weather—no refund will be provided.


Illness, Injury, and Other Absences

Likewise, no refund will be made for short-term illness or injury. Players who experience a long-term illness or injury may be eligible for a refund if a written request is submitted along with a medical certificate. Refunds for absences due to suspension, as a disciplinary measure, are not automatic and will be considered by the Committee on a case-by-case basis. Any other refund requests outside these criteria must be submitted in writing to the Administration Manager and will be reviewed by the Committee at its next scheduled meeting.

Responsibilities

Parents and carers are responsible for notifying the Club promptly about any absences, and for submitting written requests for cancellations or refunds when necessary.

Coaches are responsible for:

1. Notifying the Administration Manager of any absences not reported in the group WhatsApp.
2. Taking attendance at the start of each session.
3. Notifying Youth Session parents immediately via the relevant Year WhatsApp group if a player is absent without prior notice.
4. Recording unnotified absences as .

The Administration Manager is responsible for maintaining and monitoring attendance records, processing refund requests, and communicating decisions to members.

The Committee is responsible for reviewing any exceptional refund requests and ensuring that this policy is applied consistently and fairly.

Monitoring and Review

Attendance and absence records will be checked weekly by the Administration Manager, who will report any emerging trends to the coaches. Refunds will be reviewed to ensure consistent application of the policy. The policy itself will be reviewed annually, or sooner if changes in Club operations, membership structures, or external guidance make it necessary.

References / Supporting Documents

Hitchin Netball Club Policies:

1. Player Welfare and Support Policy
2. Codes of Conduct