



Absence & Refund Policy

Issue: 2

Issued: July 2025

Introduction

Hitchin Netball Club is a community netball club run by volunteers who offer their personal time and dedicate their coaching skills, and administrative resources to prepare and deliver training to young players from Hitchin and surrounding areas.

Players pay club fees which contribute to the purchase of bibs, balls, miscellaneous training equipment, payment for the use of training facilities and other administrative-related costs.

To honour the commitment made by our players, the Club has developed a fee refund policy that enables the Committee to provide a high standard of ongoing training commitment as required and expected by our community so as to adequately prepare each year.

Absence

We ask that if your child will be absent from training that you let their Coach, or the Administration Manager know in advance.

All year groups have waiting lists. Therefore, consecutive absences of three weeks or more may mean your child could lose their place at the Club. The exceptions: reported long term injury or chronic illness.

Refunds

Non-attendance does not qualify for a refund.

Voluntary Withdrawal

Once a member has registered and the training term has commenced, should the member decide not to continue, refunding of that half term is not permitted. All cancellations must be received 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	£165
Autumn 2nd Half Term	£125
Spring 1st Half Term	£97

Spring 2nd Half Term	£63
Summer 1st Half Term	£30
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	£30
Summer 2nd Half Term	No Refund

Monthly Payments

If a player is paying monthly, a 4 week notice period is required from the time of receipt of cancellation.

Cancellation by Club

If training or a match is cancelled due to weather, no refund will be given.

Illness & Injury

No refund will be made for short term illness or injury. Members with a long term illness or injury may be eligible for a refund upon request in writing, accompanied by a medical certificate.

Suspension

Absence due to suspension as a disciplinary measure will not entitle the member to any refund.

All other requests for refunds must be submitted by email to the Administration Manager. The Committee will determine the outcome of the request at the next Committee meeting.