



# Water Polo

WESTERN AUSTRALIA

## Refund Policy

Version	Issue Date	Approved By	Approval Date	Review Date
1.0	June 2024	CEO	June 2024	2026
2.0	June 2024	Board		April 2026

## **1. Definitions**

“Organisation” means Water Polo Australia Ltd (“WPA”)

“WPWA” means Water Polo WA Inc

“Refund event” means one of the events set out in the table below

“Team/Club Deposit” means 50 % of the total payment for an event and or competition in accordance with the State Teams policy

“Team/Club Full payment” means 100% of the total payment for an event and or competition in accordance with the State teams policy

“Individual draft player” means a player who nominates as part of a draft process for an event and or competition

“Individual draft player deposit” means 50% of the total payment for an event or competition

“Age Group Program” means a program based on a player’s age group determined by WPA and or WPWA

“Age Group Program deposit” means 50 % of the total payment for an Age Group Program event and or competition in accordance with the State teams policy

“Age Group Program full payment” means 50 % of the total payment for an Age Group Program event and or competition in accordance with the state teams policy

## **2. Purpose**

This document is to be read in conjunction with the State Teams policy which sets out the financial requirements of players selected in State or age group teams. This document outlines the WPWA Refunds Policy. Refunds may be the result of many instances, from athlete illness through to cancellation of event by WPA or WPWA. This document endeavours to deal with many of the instances that may occur.

## **3. Refunds**

Refunds should be issued at the earliest possible opportunity and paid to the bank account nominated by the club /team or individual.

The tables at appendix 1 contains the typical causes for refunds to clubs/teams and individuals. Whilst this table endeavours to cover as many scenarios as possible, there will be others which should be assessed on their own merit.

## **4. Approvals**

Approvals for the payment of refunds should be undertaken with reference to the Water Polo WA Finance and Delegations of Authority Policy.

## **5. Refund requests**

All requests for refund must be in writing received within 7 days of the occurrence of the refund event together with all supporting documents (medical certificate etc) and be sent to [ceo@waterpolowa.asn.au](mailto:ceo@waterpolowa.asn.au).

- WPWA will consider the request within 14 days of receipt of the request
- WPWA will advise of the outcome of the request as soon as possible after the determination
- Payment made within 14 days thereafter

## Appendix 1

Team / Club	
Deposit and/or Full payment made. Team withdraws more than 30 days before the event.	Full refund to be made
Deposit and/or Full payment made. Team withdraws within 15-30 days of the event.	Deposit retained by WPWA; balance returned to team
Deposit and/or Full payment made. Team withdraws within 15 days of the event.	All fees kept by WPWA – No refund
Full payment made. Team is unable to travel to the event due to externally enforced travel restrictions - must be notified within 15 days of the event.	Full refund to team/club.
Full payment made. Team is unable to secure minimum number of players, registered through the draft but unsuccessful. WPWA has tried to secure other players for the team.	Deposit retained by WPWA. Remaining fees returned to team.
Team deposit has been paid, but club does not pay remaining team fee by the required date.	WPWA to keep deposit. If team does not pay remaining fee, WPWA do not permit team to attend the event.
Full payment made. WPWA suspend team from competition for breach of competition rules, within 14 days of the event.	WPWA to keep 75% of fees and refund the remaining to team.
Full payment made. WPWA suspend team from competition for breach of competition rules at the event.	WPWA to retain fees – No refund
Event cancellation or abandoned prior to event commencement for events where participants are responsible for their own travel and accommodation costs.	Full refund to team/club.
Event cancellation or abandoned – post event commencement for events where participants are responsible for their own travel and accommodation costs.	Pro rata refund to team/club based on the percentage of the event that has been completed.

<b>Individuals</b>	
Individual Draft Player deposit paid. Player becomes sick or injured, club does not cooperate with player in providing appropriate information (up to 14 days before the event)	Deposit returned to the player.
Individual draft player deposit paid. Player is not successful in the draft	Deposit returned to the player
Individual Draft Player deposit paid. Player does not contact receiving team, provides no reason for drop out.	Deposit retained by WPWA
Age Group Program Deposit and/or full payment made Player withdraws due to illness or injury, camp is cancelled	Deposit and other funds less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws > 30 days prior to event	Full refund to player less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws 15 – 30 days prior to event	Deposit retained by WPWA balance refunded less any costs such as merchandise to be refunded.
Age Group Program Deposit and/or full payment made Player withdraws less than 15 days of event	All fees retained by WPWA
Age Group Program Deposit and/or full payment made Player is suspended by WPWA and removed from the squad/camp.	All fees retained by WPWA.