BOX HILL REPORTER DISTRICT CRICKET ASSOCIATION REFUND POLICY

PURPOSE

The purpose of this policy is to provide a clear, consistent, and transparent process for managing refund requests for the Box Hill Reporter District Cricket Association (BHRDCA) player levy. The policy ensures fairness to all players while maintaining the financial integrity of the Association.

POLICY STATEMENTS

The BHRDCA requires all registered players to pay a levy at the time of registration via PlayHQ. Refunds may be provided in limited circumstances, subject to the conditions outlined in this policy. Refunds will only be issued prior to the commencement of the season, less any PlayHQ processing fees. Once the season has commenced, no refunds will be provided except at the discretion of the CoM

**SCOPE**

This policy applies to:

* All players registered with the BHRDCA via PlayHQ who have paid the player levy.
* All affiliated & associate clubs within the BHRDCA.

**DEFINITIONS**

* **Player Levy:** The mandatory fee paid by each player upon registration through PlayHQ to participate in BHRDCA competitions.
* **PlayHQ Fees:** Non-refundable transaction fees charged by PlayHQ at the time of registration.
* **Season Commencement:** The official start date of the BHRDCA competition as determined by the Association each year.

**PROCEDURES**

**1.0 Requesting a Refund**

* A refund request must be submitted prior to the official commencement of the season.
* Players (or parents/guardians if the player is under 18) must complete the **BHRDCA Levy Refund Form**, [BHRDCA Levy Refund Form](https://forms.office.com/Pages/ResponsePage.aspx?id=0D83hL-_4EasEee-C1iddxUaNZeUTkBMqb_9UBQ0OFhUMEFBMEgxT0xIMVA2R0RUS1A2NDE3U1VHUy4u) providing:
  + Player’s full name
  + Club name
  + Email /Mobile
  + Reason for refund request
  + Bank account details (for electronic transfer)

**1.2 Processing Refunds**

* Refunds will be issued for the full amount of the player levy **less any PlayHQ transaction fees**.
* Refunds will be paid directly to the player (or parent/guardian who registered the player) via electronic funds transfer within **21 business days** of the request being approved.
* The Treasurer (or delegated official) is responsible for verifying and processing all refunds.

**1.3 After Season Commencement**

* No refunds will be issued once the official season has commenced, regardless of the circumstances (including injury, withdrawal, or transfer).

**DOCUMENTS OR TEMPLATES RELATED**

* Conflict of Interest Register

|  |  |  |  |
| --- | --- | --- | --- |
| BOX HILL REPORTER DISTRICT CRICKET ASSOCIATION REFUND POLICY | | Approval Date: |  |
| Review Date: |  |
| Version No: | 1 |
| **President:** | Sign: | Name | |
| **Treasurer** | Sign: | Name | |