



HARBOUR CITY WATER HAWKS POLO

Fees and Refunds Policy

Overview

Harbour City Water Polo Club Inc (Harbour City Hawks) wishes to provide quality recreational and competitive opportunities for all levels of players. To achieve this objective, the club must implement fees and charges for its services.

This policy serves to cover all fee development, invoicing, collection, receipting and player refunds for Harbour City Hawks.

Policy Application

1. This policy applies to all Harbour City Hawks members and all other people or organisations, which by agreement or otherwise, who are bound to comply with this policy (including Committee members, players and volunteers)
2. This policy applies to behaviour and practices occurring during the course of Harbour City Hawks business, activities, competitions and events.

Policy

1. Determining the Fees

The Executive Committee will undertake a review of all fees charged by the club when determining the annual financial budget for the year ahead. The fees for the forthcoming year will be distributed to members in February. Factors that must be considered are:

- Fees to New Zealand Water Polo and Wellington Water Polo
- Coaching
- Administration and training
- Equipment
- Pool hire
- Tournament hosting
- Presentations and functions

2. Accounts

The financial membership groups, whom are required to pay an annual registration fee prior to the commencement of the season, include:

- Senior Playing members (over 18)
- Age group members u18, u16, u14, u12



3. Payment

- All members are required to register through the Harbour City Hawks website and payment must be made at the time of registration.
- Prospective Members can register on the website for a 'free trial' for two sessions.
- Players undergoing financial hardship can apply through the Executive for assistance for club fees.
- All hardship assistance applications must be submitted to the Treasurer via the Executive prior to the commencement of the term of registration.
- Payment plans can be agreed upon request submitted in writing to the Treasurer.
- All fees must be paid prior to the commencement of the term.
- Tournament fee: 50% of tournament estimated cost, as invoiced by the treasurer, should be prepaid prior to commencement of the tournament and final payment paid as specified on the final invoice.
- Tournament arrears: if tournament fees are not paid within 30 days of final invoice, this may lead to membership suspension and non selection for future tournaments.
- Electronic Receipts are issued. Manual receipts can be issued on request

4. Late / Overdue Fees

- All members with overdue fees will not be able to take part in any club activity until fees are paid.
- Overdue fees will incur a 10% surcharge.
- A reminder notice will be issued to all members with overdue fees
- If payment is not forthcoming after the issue of this notice, a phone call from the clubs Chair will be made
- Any fees outstanding for 45 days will result in the cancellation of membership/term fees.
- The clubs Treasurer can be contacted to discuss payment plans if required

5. Refunds

- Non-attendance does not qualify for a refund
- Cancellation – if training or a match is cancelled, 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 (that exclude the member for the whole season) may be eligible for a refund upon receipt in writing, accompanied by a medical certificate. This will be determined on a case by case basis, taking into account the number of weeks left in the season and the likelihood of replacing the member
- Family holidays – inability to attend training or a match due to family holidays will not entitle the member to a refund
- Voluntary withdrawal – once the grading process has been completed, should the member to decide not to continue to the end of the season no refund will be given



- Suspension - absence due to suspension as a disciplinary measure will not entitle the member to any refund
- Cancellation of a team – if the club is required to cancel a team and players cannot be accommodated elsewhere, the members will be offered a full refund
- Clothing and merchandise – no refunds or credit will be given for merchandise or clothing
- purchase in the club, unless the goods are faulty
- Once New Zealand Water Polo fees have been paid by the club (annual or tournament specific), these cannot be refunded on any account

Confidentiality and Reporting

The Committee, responsible for implementing this policy, will keep confidential the names and details of all members and their payments unless disclosure is necessary for insurance purposes, required by Water Polo Wellington or New Zealand Water Polo, or as part of the disciplinary or corrective process in the event of a breach of policy.

A report of all received and outstanding fees will be completed by the Treasurer and provided to the Chair for review at each committee meeting.

Responsibilities

Harbour City Hawks' role and contribution in making this policy work is to: take all reasonable steps necessary to ensure that everyone in the club knows:

1. what the policy is
2. the requirements for compliance

This will be achieved by

1. including a copy of the Policy in the Dropbox
2. ensuring all Club personnel are informed of the policy
3. including a copy of the policy on the Harbour City Hawks website
4. notifying participants, coaches and officials in all Harbour City Hawks activities and / or events that they will be required to comply with this policy
5. review this policy and update as required every 12 months.

Specific Harbour City Hawks Committee roles include:

Committee

1. Determine the fees for each calendar year
2. Determine the procedures for invoicing, collecting and receipting of the fees
3. Determine the procedures for collecting overdue fees

Chair



1. Ensure all procedures are followed
2. Handle any disagreements, arguments and complaints associated with fees, payments and refunds.
3. Approve all refunds

Treasurer

1. Generate and send invoices
2. Collect and receipt fees
3. Provide up-to-date records of received and outstanding fees and payments
4. Provide refunds after approval has been granted

Managers

1. Inform players to register with New Zealand Water Polo
2. Provide coaches with up to date lists of registered players, both financial and unfinancial.

Coaches

Ensure that only registered financial members are included in team selection

Ensure that unregistered or unfinancial players do not take part in training or match day activities

The Club member roles and contribution is to:

1. Comply with this policy
2. Report any concerns to a Harbour City Water Polo Committee member in a timely manner