



## Skate SA Fees and Refund Policy

### BYLAW 17

## Fees & Refund Policy

### Purpose:

SkateSA Inc. wishes to provide quality recreational and competitive opportunities for all levels of members. To achieve this objective, the State Association must implement fees and charges for its services.

### Scope:

This policy serves to cover all fee development, invoicing, collection, receipting and member refunds for SkateSA and its disciplines.

### Policy Application:

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

### Responsibilities

SkateSA's role and contribution in making this policy work is to:

1. take all reasonable steps necessary to ensure that everyone in the association knows:
  - what the policy is
  - the requirements for compliance
  - ensuring all state personnel are educated and trained with the policy
  - including a copy of the policy on the SkateSA website
  - notifying participants, coaches and officials in all SkateSA activities and / or events that they will be required to comply with this policy
2. review this policy and update as required every 2 years.

### Specific SkateSA Board roles include:

1. Board
  - Determine the fees for each calendar year
  - Determine the procedures for invoicing, collecting and receipting of the fees
  - Determine the procedures for collecting overdue fees
2. President
  - Ensure all procedures are followed

3. Finance Officer
  - Send non-Revolutionise manual invoices
  - Provide up-to-date records
4. SkateSA Employee – part time staff
  - Ensure the chosen database (currently Revolutionise) is used for all State membership registrations, invoices & payments
  - Ensure Revolutionise is used for all State event registrations, invoices & payments
  - Ensure Revolutionise is used for all State 'Shop' invoices & payments
  - Provide clubs, who have their own Revolutionise portal, with necessary 'Capitation Fees'
  - Ensure Finance Officer & President have administrator rights to Finance on the database
  - Ensure a minimum of 1 club committee member has administrator rights for each club
5. Discipline VP's
  - Ensure that only registered financial members are included in State team selection
  - Ensure that unregistered or unfinancial players do not take part in training, match day activities or competitions

## Policy Rules

### 1. Determining the Fees

The Executive Board will undertake a review of all fees charged by the state when determining the annual financial budget for the year ahead. Factors that must be considered are:

- Fees to Skate Australia
- Staff & Office expenses
- Administration and training
- Equipment, Insurance, Registrations, Storage Fees
- Subscriptions, Audit, Accountant & Bank Fees
- Any events/ functions

The fees for the forthcoming year will be distributed to members at the completion of the AGM

### 2. Accounts

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

- Affiliated Clubs
- Individual members of Inline Hockey, Speed, Artistic, Roller Derby and Participation/Recreation
- Unattached members – with no discipline
- RD Single Event Member Insurance

### 3. Payment

- All members are required to register & pay through Revolutionise and payment must be made at the time of registration

- Payment plans can be agreed upon request submitted in writing to the SkateSA Office. All fees must be paid prior to the commencement of the season or first skate session

#### 4. Late / Overdue Fees

- All members with overdue fees will not be able to take part in **any** club/state activity until fees are paid.
- Two reminder notices will be issued to all members with overdue fees (7 & 21 days)
- If payment is not forthcoming after the issue of the 2nd notice, a phone call from the State Office will be made
- Any fees outstanding for 30 days will result in the cancellation of membership
- The State Office can be contacted to discuss payment plans if required
- RD Single Event Member Insurance

#### 5. Refunds

- General rule is 'No Refunds'
- Non-attendance/participation for any reason does not qualify for a refund
- If a refund occurs due to change of membership category, payment will be determined on a case by case basis
- Cancellation – if an event is cancelled, a refund will be given
- Suspension - absence due to suspension as a disciplinary measure will not entitle the member to any refund
- Once Skate Australia capitation membership has been paid, this cannot be refunded on any account
- Clothing and merchandise – no refunds or credit will be given for merchandise or clothing purchased on the SkateSA website, unless the goods are faulty

### Confidentiality and Reporting

The SkateSA Board, 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 Skate Australia, 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 Finance Officer and provided to the President for review at each Board meeting.