



**Wellington Hockey Association
and
Capital Hockey
Refund Policy**

REPRESENTATIVE TEAMS

Wellington Hockey will endeavour to get invoices for our representative teams out as quickly as possible after the team has been confirmed.

While we appreciate that hockey is an expensive sport, it is expected that the invoice is settled in full prior to attending tournament.

WHA is willing to work with our athletes to pay these invoices off over instalments. To be considered for a payment plan you must request this in writing to the Finance Officer (jake@wellingtonhockey.org.nz) at least eight (8) weeks prior to the tournament. In your request please specify your preferred repayment plan (frequency and amount).

Failure to make payment or have a payment plan in place may prevent you from attending National Tournament.

HUB and Development Programmes

WHA will endeavour to have all invoices to players one full week prior to the start of the programme. Payment is due two weeks after the invoice date unless otherwise agreed to by WHA.

As there is significant administration work required in setting up and running these HUB and Development programmes, upon the start of the programme 25% of the invoice becomes non-refundable.

Should, for any reason, you are unable to attend the first training session and then decide not to attend the programme, you will be entitled to a refund up to 50% of the total invoice which will be determined by WHA on a case by case basis.

If you need to withdraw from the programme for any circumstance beyond your control (eg injury/illness with a doctors certificate, family bereavement or genuine cases of hardship) a pro-rata refund will be considered on a case by case basis.

Camps and Clinics

Once registered an invoice will be sent shortly after. Payment of this invoice must be made prior to the camp. This amount is non-refundable except for the following circumstances;

- Withdrawal from the course 2 weeks prior to it commencing
- Injury (with doctors certificate)
- Illness (with doctors certificate)
- Family bereavement
- Genuine case of hardship

Overpayments

From time to time people can accidentally over pay when paying via online banking for camps, programmes etc. This can occur for a number of different reasons. Unfortunately due to the time constraints within the office, any overpayment less than \$15 will not be refunded unless specifically requested.