



REDLANDS CRICKET INC

REFUND POLICY

Policy aligned to current Queensland consumer law principles, PlayHQ / PlayCricket registration settings, and Queensland Cricket / Premier Cricket registration environment

Document owner	Committee / President	Approved by	Committee / Board
Version	2.0	Status	Approved
Approval date	9 th July 2026	Review date	12 months from approval or earlier if required
Effective date	9 th July 2026	Next review	9 th July 2027
Supersedes	Refund Policy dated 23 February 2022	Related documents	Complaints Handling Policy; Code of Conduct (Off-Field); Code of Behaviour (On-Field); relevant PlayHQ / PlayCricket registration terms and Cricket Australia fee arrangements

1. Purpose

Redlands Cricket Inc (RCI) is committed to applying a fair, transparent and practical approach to refund requests relating to club registrations, academy programs, coaching services and other club-controlled payments. This policy sets out how refund requests will be handled by RCI and should be read together with any separate registration platform, Cricket Australia or Queensland Cricket fee arrangements that apply at the time of registration.

2. Scope

This policy applies to payments made to RCI for club registration or playing fees, academy or coaching program fees, private coaching session fees, and other RCI-administered payments where RCI has authority to approve, decline or vary a refund.

This policy does not override any legal rights that may apply under consumer law.

3. Requests for refunds

All requests for refunds must be made by emailing RCI's nominated administration contact, currently admin@redlandscricket.com.au, unless RCI notifies members of another contact point. Refund requests should include the participant's name, the payment or program concerned, the reason for the request, and any supporting information relevant to the request.

4. Registration and playing fees

Refund decisions will be made fairly, consistently, transparently, and with regard to the financial interests of both the participant and the club.

Refunds may be considered and will be determined by an authorized club officer or the executive committee. Requests for club-controlled registration or playing fees may be considered with reference to the timing of withdrawal, and any RCI costs already incurred.

- Before the first scheduled game or first scheduled program activity, RCI may approve a refund of RCI-controlled fee component, less any non-recoverable costs already incurred by RCI.
- After the season or program has commenced, refund requests will be considered case by case, taking into account the timing of withdrawal, whether the participant has taken part, and any costs already incurred by RCI
- Later-season withdrawals, RCI may determine that no refund is payable where the relevant season or service has been substantially delivered.

Where a senior player has registered and paid full club fees but is subsequently not selected to play in fixtures during the season, any club refund decision may be determined by the Executive Committee or an authorized club officer, on a case-by-case basis.

5. National Registration Fee (NRF) and platform-related fees

Where a payment includes the National Registration Fee (NRF) or another external platform-collected component, that component may be subject to a separate refund process outside the direct control of RCI.

Participants may need to use the relevant Play Cricket Support / Cricket Australia refund pathway for any NRF or similar externally administered component.

6. Private coaching

- Private coaching cancellations made with at least 24 hours' notice may be refunded or credited at RCI's discretion.
- Cancellations made with less than 24 hours' notice, or no-shows, will generally not be refunded.
- Where RCI or coach cancels a session, the participant may be offered a rescheduled session, credit or refund.

7. Academy programs and clinics

- Refund requests for academy programs, clinics and other coaching programs will be assessed case by case.
- RCI may consider factors such as the date of cancellation, whether costs have already been committed, whether a place can be filled, and whether the participant has already commenced the program.

- Where practical, participants should provide at least 24 hours' notice if they are unable to attend all or part of a program.

8. Transfers between programs or registration types

- Where a participant has registered for the wrong club-controlled program or fee category, RCI may transfer the payment to the correct club-controlled program or category.
- If there is a fee difference, RCI may refund the difference or request additional payment as appropriate.
- Coaching or academy amounts may only be transferred to another coaching or academy service unless RCI decides otherwise.

9. Weather Event Cancellation

Where an activity is cancelled because of weather, facility closure or circumstances outside RCI's control, RCI may offer a rescheduled session, credit or refund at its discretion."

10. Payment of approved refunds

Once a refund is approved, the participant or player may be asked to confirm account or payment details. Approved refunds will be processed through RCI's normal finance process, and RCI will aim to process approved refunds within a reasonable timeframe.

11. Consumer rights

Nothing in this policy is intended to exclude, restrict or modify any rights that apply under consumer law. If a consumer guarantee is not met, a person may be entitled to a refund or another remedy under applicable law.

12. Complaints

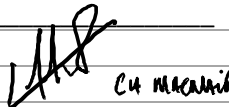
If a person is dissatisfied with a refund decision, they may raise the matter through RCI's complaints process by mailing admin@redlandscricket.com.au.

13. Review

This policy will be reviewed at least annually, and earlier if the relevant Queensland consumer law settings, PlayHQ / PlayCricket arrangements, Queensland Cricket fee structures, or club operations change.

14. Adoption

Adopted by Redlands Cricket Inc on 9th July 2026.

President	Date 9 th July 2026
Secretary	Date 9 th July 2026
 C. Macmillan	