**BENDIGO ACADEMY OF SPORT**

**Athlete Fee Refund**

**Rationale:**

* The Bendigo Academy of Sport understands that from time to time, families may seek a refund for a range of circumstances.

**Aims:**

* To outline process for determining refunds to athletes for their fees in a fair, consistent and transparent manner – around reasons for and calculation of refund.

**Policy:**

* Athletes who miss extensive activities (including coaching/on-surface training, strength and conditioning/sport science/athlete education activities) or withdraw from the program altogether may request a refund of fees. This request is to be made the Executive Officer. The request must be made in writing (which may include via email) and supported by a medical report or other supporting evidence.
* Refund requests shall only be considered further beyond initial request if the athletes has complied 100% with the “Athlete Attendance Policy and Guidelines” (If upon review of athlete attendance in terms of compliance with that policy the athlete is found to be not 100% compliant, the request will be **denied.**
* Refunds shall be calculated as per explanation provided under ‘procedure’ below. The decision here shall be made by the Executive Officer.
* Refund arrangements (how they shall be paid, etc.) are determined between athlete parents and Executive Officer, and will be documented in a letter.
* Appeals may be submitted to the Academy Board, via the Executive Officer.

**Procedure:**

* Athlete Fees are formulated as part of the Sport Program Budget. The Academy aims to have athlete fees be as stable over time and affordable as possible. To achieve this, the Finance Committee looks to do as follows:
* Have all individually provided activities/services within a program 100% funded by athlete fees. Such items include (but not limited to):, strength and conditioning programs, athlete education sessions, administration fees.
* Have all athlete fees include an “administration fee” which contributes to funding business overhead costs directly associated with running the program (insurance, communication costs, stationary, volunteer costs, etc). The “Administration Fee” is non-refundable.

This policy was ratified by the Board of the Bendigo Academy of Sport in August 2015