
TH 8. Refunds, Reimbursements & Payments Policy

Approval : 19 May 2020

Review: November 2021

team
HOTHAM

1. Program Refunds

Policy

Program refunds will only be given for medical reasons or in special circumstances.

The committee reserves the right to retain an amount to cover fixed and administrative costs.

No Credit/Refund will be granted for “missed sessions”.

Membership refunds will not be given except under exceptional circumstances.

To apply for a refund:

1. Notification must be given in writing to the Office (office@mhrs.org.au), Secretary (secretary@mhrs.org.au) or Treasurer (treasurer@mhrs.org.au) as soon as practical. (i.e. no later than the first missed session).
2. A medical certificate must accompany requests for refunds on medical grounds.
3. The committee will consider all requests for refunds and will notify the member within 28 days of receipt of the request.

2. Refund for supplementary training programs (non MHRS)

Principals

- To develop the best ski racers possible
- Participation should deliver an enhanced skill/strength/personal outcome for the participating athlete and have an Alpine skills foundation
- Course/Training must be recognised and endorsed by the MHRS committee and Program Director and SNOW Australia
- Participation should financially leave MHRS in a no worse than neutral position.
- Participation should not disrupt other athletes nor the MHRS training schedule.
- Refund does not extend to attendance at Inter-school race events or SSA sanctioned race meets, as it is anticipated that over the course of their development racers will attend such events from time to time.
- Recognised programs must extend for the minimum of one week (i.e. no rebate for weekend programs)

Policy

MHRS will refund a maximum of 80% of the daily rate of a MHRS program that the athlete has been previously enrolled in whilst participating in third party supplementary program.

The program must be provided by a SNOW AUSTRALIA pathway program affiliate and prior acknowledgement of the program by the Program Director and MHRS Committee, must exist for the supplementary program for the refund to be available.

The refund is paid after the successful completion of the program.

3. Recovery of away costs, by MHRS when athletes attend races as a team.

Principals

- Process should be easy to administer and transparent
- The club should not be out of pocket
- The club should not have to retrospectively invoice and recover monies

Policy

Any athlete participating in an “away” event as part of a team process shall be required to purchase the away package from the online shopping cart.

The cost of this package will be the estimated OR actual cost of the accommodation/meals/coaching costs/supplementary expenses.

IF a payment has been made in advance of an event, an athlete will be refunded any balance owed after reconciliation of actual costs.

In the case of prepayment, any refund as a result of nonattendance after confirming participation will be at the sole discretion of the Treasurer and/or Committee.

4. Policy re: supplementary/additional days (non program | drop in days)

Principals

- Supplementary days may be used to encourage new participants to join the club (“try before you buy”)
- are not to be shared across family members or others.
- can be available as an add on to full programs (i.e. if an athlete is having an extended hill stay) to enhance the skills of existing program athletes.
- The athlete must already be an active club member participating in a program (other than a new member)
- are not to be used as a substitute for full program participation, only as an adjunct.
- should not disrupt the MHRS training schedule, “drop ins” should not impact on the other athletes (from a skill perspective) and should not impact on coaching numbers.
- The club’s objective is to provide consistent training opportunities including consistency of instructors and peers during the season
- can be offered and made available to international, FIS athletes and visiting athletes from other recognized race clubs.
- The pricing of supplementary days must be profitable to the club and must not be marginally priced.
- Any unused days are forfeited and are not refundable or transferable
- The availability of supplementary days must be recommended by the Program Director and endorsed by the Committee.
- Additional days will not be offered at the beginning of the season as a stand-alone program.

Policy

Consistent with the above principals, supplementary days will be priced and made available at the recommendation of the Program Director and at the sole discretion of the Committee.