MODULE FEES, REFUNDS AND WITHDRAWAL POLICY

Waikato Touch Association Incorporated

Policy owner	WTA Executive Committee
Operational lead	Operations Co-ordinator
Status	Approved
Approved by	WTA Executive Committee
Effective date	24/08/2026
Review cycle	At least every two years
Related documents	Financial Management Policy; Health and Safety Policy and Procedures Manual; Member Code of Conduct; Child and Vulnerable Persons Protection Policy; Complaints and Disciplinary Procedure; applicable competition rules and registration terms

Alignment note: This policy applies the governance, financial, safety, safeguarding and conduct requirements in WTA's wider policy framework to WTA-run modules and module tournaments.

1. Purpose

This policy sets clear and fair requirements for team registration, withdrawal, defaults, refunds and unpaid fees in Waikato Touch Association (WTA) modules. It supports reliable competition planning, responsible financial management and consistent communication with teams, schools and organisations.

2. Scope

This policy applies to all teams, schools and organisations entering WTA-run modules or module tournaments, together with their authorised contacts and team officials. Event-specific rules may add requirements but cannot override this policy unless the Executive Committee approves the variation.

3. Definitions

Term	Meaning
Module	A WTA-run league, competition or series of scheduled fixtures.
Module tournament	A WTA-run tournament operated as part of the competition pathway.
Module start date	The date of the first scheduled round or fixture.
Working day	A weekday excluding New Zealand public holidays.
Default	Failure to attend a fixture, or withdrawal from a fixture without the required notice.
Written notice	Email or another approved written communication method accepted by WTA.

4. Team registration commitment

- Submitting a team registration commits the team to participate for the full module and to pay the applicable entry fee.
- The registering person must be authorised by the team, school or organisation and must provide accurate contact and invoicing information.
- WTA relies on registrations to set formats, draws, venue requirements, referee allocations and operational plans.
- Teams must comply with applicable competition rules, conduct requirements, safeguarding expectations and reasonable health and safety instructions.
- Registration acceptance remains subject to available capacity, eligibility, outstanding accounts and WTA approval.

5. Team withdrawal and entry fees

Timing	Financial treatment
More than three weeks before the module start date	No team entry fee is charged. Any entry fee already paid will be refunded.
Within three weeks of the module start date	The full team entry fee is payable or retained because competition planning and costs have been committed.
After the module has started	The full team entry fee remains payable. The team must notify WTA as soon as possible and complete any required handover.

Replacement or transfer: A replacement team or transfer of an entry does not automatically remove the original team's liability. Any change must be approved in writing by WTA and will depend on the costs and competition impacts that can reasonably be avoided.

6. How to withdraw

1. Give written notice to WTA as soon as the decision or risk of withdrawal is known.
2. State the team, grade, module, withdrawal date, reason and the authorised contact person.
3. Provide reasonable supporting information if an exceptional-circumstances assessment is requested.
4. Return any WTA property and complete any administrative handover requested by WTA.
5. WTA will confirm the financial assessment and any refund or outstanding balance in writing.

7. Defaults

A default occurs when a team fails to attend a scheduled match or withdraws from a scheduled match without providing at least two working days' written notice.

- A $50 default fee applies for each defaulted fixture unless WTA approves a waiver for genuine exceptional or unforeseen circumstances.
- A defaulted match may be recorded as a loss, with the score determined under the applicable competition rules.
- A team that defaults two or more fixtures may be reviewed and may be removed from the competition after fair consideration of the circumstances.
- Removal from the competition does not cancel outstanding entry fees, default fees or other approved charges.

8. Refunds, credits and cancellations

- Refund requests must be made in writing to WTA and include the information reasonably required to assess the request.
- A full entry-fee refund applies when a team withdraws more than three weeks before the module start date.
- If WTA cancels an entire module before it starts, the Executive Committee will determine the refund after considering committed costs and recoveries.
- If WTA removes or cannot accommodate a team for an operational reason outside the team's control, WTA will provide an appropriate refund or credit.
- No refund is normally provided for withdrawal within three weeks of the start date, withdrawal after commencement, or removal for disciplinary or competition-rule breaches.
- Cancellation of individual rounds or fixtures because of weather, venue availability, health and safety concerns or circumstances outside WTA's reasonable control does not automatically create a refund. WTA may offer a credit, replacement fixture or other fair outcome.

9. Module tournaments

- Published entry deadlines, eligibility requirements, formats and tournament-specific regulations apply.
- Fees must be paid by the published due date unless WTA approves a written arrangement.
- The withdrawal, default and refund provisions in this policy apply unless approved tournament-specific terms state otherwise.
- WTA may alter formats, schedules, venues or participation arrangements where reasonably required for safety, weather, numbers or operational delivery.

10. Non-payment and payment arrangements

- Invoices must be paid by the stated due date.
- A school or organisation experiencing difficulty should contact WTA before the due date to request a payment arrangement.
- A payment arrangement is effective only when approved by WTA in writing and may be revised or cancelled if it is not followed.
- WTA may place a team, school or organisation on hold, decline a future registration or take reasonable recovery action after appropriate notice while an amount remains overdue.
- All fees, refunds, credits, waivers and recovery actions must be administered and recorded under the Financial Management Policy. Team officials cannot privately alter fees or promise refunds.

11. Exceptional circumstances and decisions

- WTA may consider serious illness or injury, bereavement, emergencies or another genuine unforeseen circumstance on a case-by-case basis.
- Routine calculations and communications may be administered by the Operations Co-ordinator under delegation.
- Material waivers, disputed outcomes and departures from the standard rules require an authorised decision under WTA's financial delegations; the Executive Committee has final authority.
- The decision-maker must manage conflicts of interest, act consistently, consider committed costs and competition impacts, and record the decision and reasons.
- A person may ask WTA to correct a factual or calculation error. Conduct or process concerns may be raised under the Complaints and Disciplinary Procedure.

12. Safety, safeguarding and conduct

WTA may postpone, relocate, alter or cancel activity where reasonably required for health and safety, safeguarding or operational reasons. Teams and officials must follow WTA's health and safety instructions, Member Code of Conduct, Child and Vulnerable Persons Protection Policy and applicable competition rules. Serious safety, safeguarding or conduct concerns may be managed immediately under the relevant policy and complaints process.

13. Records, privacy and communication

- WTA will retain registrations, invoices, notices, refund calculations, approvals and decision records securely and only for authorised purposes.
- Personal information will be limited to what is reasonably required and handled in accordance with applicable privacy requirements.
- Official module decisions and changes will be communicated through the registered team contact or another authorised channel. Teams are responsible for keeping contact details current and sharing information with their members.

14. Approval

Approved by	
Approval date	24/08/2026
Effective date	24/08/2026
Next review date	24/08/2028
Version	1.0

The Executive Committee may review this policy earlier where legislation, governing-body requirements, operational experience or material incidents indicate that a change is required.