



North Harbour Hockey Association

Policy of Competition Refunds

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Date Issued: 16/2/21
This Version: 1.5
Previous Revision: 1.4

CONTENTS

North Harbour Hockey – Refund Policy 3

 Policy Objective 3

 Policy Purpose 3

Policy 3

 Policy Application 3

 Competitions Definition 3

 Competition Fees 3

 Refunds 4

 Force Majeure..... 5

 Administration of Refunds..... 5

 Special Circumstances 5

NORTH HARBOUR HOCKEY – REFUND POLICY

POLICY OBJECTIVE

This policy details under what conditions NHHA will refund competition fees including NHHA subscriptions, Hockey NZ Affiliation Fees, Turf Game Fees and Umpire Fees.

This policy applies to all NHHA owned and delivered competitions.

POLICY PURPOSE

To give clarity to NHHA staff and community when a refund will be offered at any time when competitions have to be postponed and or cancelled due to circumstances outside of NHHA control.

POLICY

POLICY APPLICATION

This policy applies to NHHA owned and delivered competitions.

The policy owner is the NHHA Hockey CEO and General Manager/ Operations Manager.

COMPETITIONS DEFINITION

A NHHA competition is a competition that is owned and delivered by NHHA on behalf of its community that is delivered over a set number of weeks and/or months.

COMPETITION FEES

Competitions fees are made up of the following:

1. NHHA Subscription Fees–covers all administration related to the delivery of the competition;
2. Hockey NZ (HNZ) Affiliation Fees–as determined by HNZ annually;
3. Turf Game Fees–turf component calculated by game; and
4. Umpires Fees–umpire fees calculated by game

REFUNDS

A competition is deemed realised when all games have been delivered and completed. In this instance no refund will be given.

In the event that a competition is not fully delivered and completed, NHHA will endeavour to provide additional opportunities before refunds. Where this cannot be achieved the following refunds will be offered.

NHHA will apply the following refunds to Clubs and Schools should a competition in part or full be cancelled.

NHHA SUBSCRIPTION FEES

Clubs & Schools Structure				
Administration Description	Time %	Time of Completion	% of NHHA subscription recognised	% Refunded
Pre-planning and competition start	60%	Registration close off	60% of NHHA competition subscription	No refund
Competition admin, management and venue set-up	40%	Pro-rated across the full competition period	Pro-rated % of games / time delivered.	Pro-rated % of games / time cancelled

- Refer to the Refund Calculator available from NHHA

HOCKEY NZ

Refunded in line with any refund offered by Hockey New Zealand to NHHA.

GAME FEES

Refunded for actual game/time lost. Refunds will be calculated as a pro-rata of the games undelivered i.e. if you play 15 of 20 games you will be refunded for 5 games.

UMPIRE FEES

Refunded for actual game/time lost. Refunds will be calculated as a pro-rata of the games undelivered i.e. if you play 15 of 20 games you will be refunded for 5 games.

FORCE MAJEURE

In the unlikely event of a natural disaster, adverse weather conditions, health epidemic or pandemic, a Ministry of Health Directive or other Government initiative, or similar, NHHA will take all reasonable steps to offer alternative programme and delivery options to overcome the Force Majeure Event.

Where NHHA is unable to perform their commitments by reason of Force Majeure circumstances beyond NHHA's reasonable control, a refund or substitute proposal may not be offered.

ADMINISTRATION OF REFUNDS

Under this policy NHHA will make the refund to the registered organisation. NHHA is refunding to clubs and/or schools and as such takes no responsibility for how the refund is treated and applied by those organisations in regards to their members.

In the event that NHHA does make a refund it will be up to the discretion of the clubs and/or schools if they choose to make a refund for their portion of the competition/programme costs and this will not be determined or influenced by NHHA.

SPECIAL CIRCUMSTANCES

Where the request for a refund is outside these parameters, special circumstances may be considered on a case by case basis.

NHHA must receive the refund request in writing within 14 days of the competition being cancelled. This will be assessed by the NHHA representatives delivering the programme /competition and the CEO/Financial Services Officer and they will advise their decision within 14 days of receiving the request.