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## Fee Refund Policy

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### PURPOSE

This policy outlines the Mornington Cricket Club's (MCC) position regarding refunding fees to members for programs that were unable to be delivered in full.

### SCOPE

This policy encompasses fees received for programs developed, coordinated and run by the MCC for members of the MCC and their nominated guests.

This policy excludes (but is not limited to) payments made to third parties, including the Mornington Peninsula Cricket Association (MOPCA) or their agents, specialist coaches charging a fee for service, or providers of apparel and/or equipment.

### POLICY

The Fee Refund Policy applies in circumstances where MCC programs are not able to be delivered in their original planned format or a revised format.

In all circumstances, for this Policy to apply;

- a measurable reduction of more than 25% of the original program schedule must occur and,
- the program does not deliver the intended outcomes as set out at the commencement of the program.

The Policy will apply a sliding scale to calculate the rate of refund to be applied.

Once more than 25% of the program is unable to be delivered, the refund rate will commence at 20% of the Total Fee paid.

As the percentage of the Program is reduced, the percentage of refund will increase.

The maximum amount that is able to be refunded will not exceed 75% of the Total Fee paid.