

THE NETTY HUB REFUND POLICY

Effective from 17, June 2025

At The Netty Hub, we understand that plans can change. Our refund policy is designed to be fair while allowing us to plan and deliver high-quality clinics with the appropriate coaching staff and venue arrangements.

Refund Eligibility:

- Full Refund (minus booking fees): If notice of cancellation is provided at least 72 hours before the scheduled clinic, a refund will be issued minus the booking/merchant fees, which we absorb as per Stickey Ticket's terms.
- Clinic Cancellation: If The Netty Hub cancels a clinic due to adverse weather or other unforeseen circumstances, participants will be offered a full refund (minus booking/merchant fees) or the option to transfer to a rescheduled date where applicable.

No Refunds:

- If cancellation is made within 72 hours of the clinic start time.
- For instances of non-attendance or non-participation.

This is due to the fixed costs associated with staffing and venue bookings that are based on ticket sales.

Medical Exceptions:

In exceptional circumstances such as illness or injury, refund requests may still be considered at the discretion of The Netty Hub team.

Parental/Guardian Responsibility:

Parents and guardians are responsible for ensuring participants arrive on time and are collected promptly at the end of the clinic. No refund will be provided for partial attendance or early departure.

We thank you for your understanding and continued support of grassroots netball development.

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WITH THANKS!