

## **Covid lockdowns and membership cancellations, refunds, capitation fees**

### **Active Kids Voucher Redemption**

Active Kids vouchers will expire at the end of December 2021, and once redeemed through Service NSW cannot be refunded. If community sport does get postponed, members are still encouraged to use these vouchers with their SLS Club to ensure that they are not wasted.

More information on Active Kids can be found here

<https://www.surflifesaving.com.au/resources/active-kids>

### **Membership cancellation / refund / credit process**

It is recommended that clubs have a clear policy on membership cancellation / refund / credit process and under what circumstances any refunds might be applied. This should be communicated to new and existing members.

If a club wishes to refund a member's payment (or part payment), then they need to do this via their own club bank via direct debit (there is no automated process via the online payment gateway). The process involves the member providing their bank account details to the club and then the club making payment to them for the agreed amount.

Clubs may wish to offer a club credit or voucher for the amount to remove the need to refund. This could be for club clothing, carnival entry fees or membership for the following season. Again – we recommend that this is clearly communicated.

Capitation fees will be charged on memberships (see below) and the club may choose to deduct an administration fee to cover this amount.

### **SurfGuard processes and member cancellations / refunds**

*Please note memberships cannot be cancelled in SurfGuard.* If a refund is given because the member is no longer active, it is recommended the membership is **archived** for the remainder of the season.

Examples of where this might apply:

- A family signs up for nippers but the season doesn't go ahead due to NSW Health restrictions.
- A member signs up for patrols but is unable to participate due to Covid lockdowns.

If a refund is given due to a shortened season but the member is continuing to be active, no action needs to be taken in SurfGuard.

Examples of where this might apply:

- If a family signs up for nippers and pay full membership but are only able to participate in the second half of the season.
- If a member signs up to patrol but can only attend a limited amount of patrols due to restrictions.

**Membership suspension should only be applied if a disciplinary process has been followed in line with member protection policies.**

**If a membership is cancelled / refunded, will SLSNSW still charge capitation?**

Yes, SLSNSW will charge capitation on each member who joins or renews for the 2021/22 season, even if the member cancels their membership and has their fees refunded.

*Please note that the branch may also charge capitation fees.*

**Will capitation fees be charged on 21021/22 members who are archived?**

Yes – a member who has joined or renewed in the 2021/22 season and then archived in the same season will still be charged capitation. The standardised SLSA end of season report template captures all membership status (active, archived, deceased, expelled, suspended).