

# WALLAN BASKETBALL

## REFUND POLICY



### 1. PURPOSE

This policy has been developed to provide guidance for the association to manage requests for refunds of payments made for the various competitions and programs that WBI offer.

### 2. SCOPE

This policy applies to any person that pays fees for the competitions and programs that WBI offer.

### 3. DOMESTIC COMPETITION – JUNIOR AND SENIOR

Domestic Competitions are defined as all competitions (including age-group based groups) operating under WBI.

- WBI will not refund player registration fees for any participant that wishes to withdraw after the competition and/or fixture has commenced unless medically exempt. This includes players who have elected to pay their fees in instalments.
- A player is medically exempt when they have sustained an injury that puts them out for at least 50% of the season. A pro-rata refund will be issued less any administration all fees, on provision of a medical certificate clearly stating the exemption period.
- Registration fees may be refunded prior to the competition commencing less a \$50 administration fees, and any processing fees charged to WBI through PlayHQ.
- Players who are disqualified from the competition are not eligible for a refund.
- Refunds payable will not be credited to future competitions.

### 4. REPRESENTATIVE COMPETITION

Representative Competitions are defined as all competitions entered into Representative leagues that are not managed by WBI. These include but are not limited to VJBL, CBL and BIGV.

At WBI, we have a straightforward refund policy for representative teams. Please note the following:

- We do not provide credits or refunds to players who choose to withdraw from a representative competition during the season, including grading. This applies to various reasons, such as disapproval of the grade, team, teammates, coach, team manager, parents within the team, the Association/Club or officials, unavailability to train at the allocated time, other sport/social/work commitments, or a change of mind by players and/or parents.

- In cases of serious injury that prohibits a player from training and participating in the representative competition for more than six weeks, a refund or an adjustment to fees paid may be granted upon written application to the Competition Manager. Any refunds will be calculated pro-rata based on the number of weeks the player has participated, minus a \$50.00 administration fee.
- Regardless of the stage of withdrawal, fees paid in full or part will not be credited to the following season.
- If a player has registered for a representative competition, WBI will only refund the player's registration or pro-rate the season registration if any of the following grounds apply: there is no team available, there is no competition available, or the competition has been abandoned or shortened.
- Acceptance deposits are non-refundable.
- Any administration fees incurred through the use of our online payment system, PlayHQ, are non-refundable.

We aim to provide clear guidelines for refunds while ensuring fairness and consistency for all participants.

## **5. OTHER PROGRAMS AND CLINICS**

WBI runs additional programs and clinics outside of its competitions from time to time, to support the continued development of our players. These include but are not limited to Aussie Hoops, Kindy Ball, Cubs Program, School Holiday Programs and Tournaments. The following refund policy applies to all other programs outside of domestic and representative basketball.

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- Players with documented medical conditions supported by a signed Doctor's certificate are eligible for a refund for missed sessions or credit for the subsequent term of the program. The Program Manager must receive the signed Doctor's certificate, along with a covering note containing the player's complete details and information about the missed sessions.
- Participants who decide they no longer wish to take part in a program will not be eligible for a refund.
- Refunds or credits will not be granted to participants who do not show up or are on vacation during the program.
- In certain cases, a program may not be suitable for a participant due to exceeding their capabilities. In such instances, the Program Manager may, at their discretion, provide a partial refund for the remaining sessions or transfer the player to another appropriate program.
- Any administration fees incurred through the use of our online payment system, PlayHQ, are non-refundable.