



# REFUND POLICY

JULY 2024

## BACKGROUND

From time to time, and for various reasons, families request a full or partial refund of their Whitehorse Amateur Basketball Association Inc (WABA) registration. The purpose of this document is to outline WABA's policy on refunds, how to apply, and what happens next. The following policy and procedure applies to Winter and Summer seasons across all competitions in which WABA field teams.

## POLICY

In general, registration fees and upfront game day fees are not refundable. This is because these fees are used to provide training and game day venues and resources that allow the team to play. One player withdrawing from a team does not reduce the costs of these services to the club.

Registering to play denotes an ongoing commitment for the season and is relied upon by the club to carry out a significant pre-season administration and selection process. Player withdrawals after registration are disruptive to team selection and coaches and create considerable administrative work.

Any exception to this rule will be considered on a case by case basis by the Committee of Management. To have the Committee consider a refund request from a player/guardian, the player/guardian must submit their request via email to the Registrar. All relevant supporting information must be included in the email requesting the refund.

In the event that the Committee grants a refund, the Club reserves the right to subtract any incurred costs from the refund amount, including but not limited to, finance charges and game and training costs up to when a replacement player is found. **PLEASE NOTE:** We cannot refund the cost of the Basketball Victoria Participant Licence or Basketball Australia Participant Fee.

To ensure a greater understanding, please note that refunds are not given for the following reasons:

- Dislike of the team into which the player has been selected
- Unavailability to train at the allocated time/day
- Preferences not being met (for example not playing with friends)
- Parent/coach given lower ranked team than expected
- Dislike of the grade in which the team is playing in
- Dislike of the allocated coach
- Other sport/social commitments
- Change of mind by players/parents
- Dislike of the low team number designated

## PROCEDURE

It is the responsibility of the family and/or player to apply for the registration refund. To apply, the process is as follows:

- Request a refund in writing to WABA's Registrar, including detailed information as to the reason for the request
- The Registrar then forwards the request to the Committee of Management for consideration

The Registrar will advise the outcome of the application after it has been discussed at the next Committee of Management meeting.

- If unsuccessful, this correspondence will include the relevant section of the WABA policy in support of that decision.
- If successful, the correspondence will include the following information:
  - The refund amount approved (as the refund may be subject to fees as per the Refund Policy)
  - A request for bank details and preferred email so the Treasurer can deposit the refund and send remittance advice