



# REFUND POLICY



Registering to play with Boomers Basketball Club confirms your commitment to the club for the upcoming season. Boomers registration fees cover the cost of training venue hire, registration costs, insurances and other miscellaneous costs.

A player withdrawal after registration is very disruptive and significantly impacts teams and creates additional work for the coaching panel, volunteer committee members and coaches. Team registrations, insurances & training hire costs are paid at the beginning of the training season, so as such registration fees are non-refundable after the commencement of Round 3.

## REFUND REQUESTS

### PART A:

All refund requests will have an administration fee of \$30 deducted from the applicable refund. Where pro rata refunds need to be actioned, the administration fee plus an additional \$10 per round, dependant on request date, will be deducted from the applicable refund.

### PART B:

Refund requests must be submitted to the Committee either via email to [boomersbasketball@outlook.com](mailto:boomersbasketball@outlook.com) or by post to PO Box 1083, Epping 3076 for consideration and contain the following information:

- Players Name
- Parent/Guardian's Name
- Contact details (including email and/or postal address)
- Current age group and team
- Detail reason for request
- Notification of outcome requests

All requestors will be notified in writing once decision has been made.

### PART C:

Registered players who are unable to play all or part of the season due to personal reasons, such as family tragedy or family relocation will be reviewed on a case by case basis. A written request will be required as outlined in PART B including any supporting documentation.

A written request is also required, if a player is unable to continue to participate for medical reasons. To qualify for a medical refund, a doctor's certificate stating that the player should not participate in basketball must be submitted along with the refund request. A refund may be issued (or pro rata depending on the date of medical condition) less administration fee of \$30.

#### PART D:

A full refund will be issued if Boomers Basketball Club is unable to place the player in a team in the designated age group.

#### PART E:

Registered players that withdrawal prior to the commencement of Round 3 of the current season are also able to request refunds where:

- If a registered player withdrawal from the club prior to the season commencement, then \$30 administration fee per child will be deductible from the applicable refund.
- If a registered player withdrawal from the club prior to the commencement of Round 2, then \$40 administration fee per child will be deductible from the applicable refund.
- If a registered player withdrawal from the club prior to the commencement of Round 3, then \$50 administration fee per child will be deductible from the applicable refund.
- After Round 3, no refunds will be actioned unless it is due to extenuating or personal circumstances mentioned in PART C and/or as requested through the Committee following the process outlined in PART B.

#### PART F:

Refunds will not be given for the following:

- Dislike of the team into which the player has been selected
- Dislike of the allocated coach
- Unavailability to train at the allocated time/day
- Preferences not being met e.g. not playing with friends
- Dislike of the grade in which the team is playing in
- Other sport/social commitments
- Change of mind by players/parents

#### Code of Conduct

Players who violate/disregard any rules in the Code of Conduct will not be eligible for a refund where the breach results in either suspension or expulsion from a team.

This also applies to where parents/guardian's behaviour results in either suspension or expulsion of a player from a team.