



<b>Policy Title:</b> Refund Policy	<b>Policy Owner:</b> MBA General Manager	<b>Authorised:</b> MBA President
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**REFUND POLICY – DOMESTIC COMPETITION**

McKinnon Basketball Association (MBA) will not refund team registration fees for a team that wishes to withdraw after the competition and/or fixturing has commenced. Please refer to the MBA By-Laws for current fees imposed for withdrawing a team from the competition.

Player registration fees will not be refunded once they have registered and after the competition has commenced (the competition commences from week 1 of grading).

A player’s registration fee may be refunded prior to the competition commencing minus a \$10.00 administration fee.

A player’s registration fees will not be refunded if they have played one (1) or more games in a season, sustain an injury and can no longer participate in the competition.

Players that are disqualified from a competition for whatever reason are not eligible for a refund.

The MBA will not credit a team or players registration to the following season.

Where a player has registered to play the MBA will only refund a player’s registration or pro-rata the season registration on the following grounds:

- There is NO team available
- There is NO competition available
- The competition has been abandoned or season shortened

**Season Door Fee Refund Policy**

McKinnon Basketball Association will consider refunds for the season door fee in limited circumstances.

We understand players may need to withdraw from the season due to injury/illness or movement from the area. In these circumstances the following process needs to occur:

Refund requests must be completed via the Door Fee refund form. Refunds will only be considered through this process and medical certificates may be required.



## McKinnon Basketball Association

### Refund Policy

**Pre-season refunds:** A full refund minus 3.49% processing fee will be granted if cancellation is prior to round 1 of the current season.

**Cancelled registrations during Grading period:** A pro-rata amount will be refunded if a registration is cancelled within the Grading period (Rounds 1-4). Games will be calculated at \$6 per game (\$3 Seniors/Wednesday competitions). Refunds will be made for remaining games minus 3.49% processing fee.

**Up to mid-season:** 50% minus 3.49% processing fee will be refunded if cancellation takes place prior to round 7 (weekend competition) and round 9 (Wednesday competition).

**After mid-season:** From round 8 (weekend competition) and round 10 (Wednesday competition) No refund given.

MBA will liaise with your club/team if required. No refunds will be granted for expulsion or suspension from a team/club.

#### REFUND POLICY - PROGRAMS

The McKinnon Basketball Association runs additional programs outside of competitions to support the continued development of our players. The following refund policy applies to all programs and holiday camps outside of domestic competitions and representative basketball. Programs included but not limited to: Aussie Hoops, Slam Jam, All Abilities, Holiday Camps, Elite programs

##### Cancellation of sessions

In order to be eligible for a refund from a cancelled session, participants must give *at least 24 hours'* notice via cancellation of scheduled appointment on Squarespace or via email.

##### Session availability

Should a player register and pay for a program online and find that their preferred session time is no longer available or sold out they will be eligible for a full refund.

##### Program suitability

On occasions a program may not be suitable for a participant i.e beyond a player's capabilities. In this instance the Basketball Development Manager at their own discretion may grant a partial refund for the remainder of the sessions or transfer the player to another suitable program.



#### Medical conditions

If a player has a medical condition that is supported by a signed Doctor's certificate, they will be eligible for a refund for missed sessions or credit for the following term of the program. The signed Doctor's certificate must be submitted to the Basketball Development Manager along with a covering note with the player's full details and missed session details.

#### Change of mind

Participants that decide that they no longer wish to participate in a program will not be granted a refund.

#### No Show and Holidays

Refunds or credits for participants that are no shows or are on holidays will not be granted.

#### Sports TG/PlayHQ online administration fees

Administration fees incurred by using MBA's online payment system Sports TG/PlayHQ will not be refunded.

#### **REFUND POLICY – MBA COUGARS REPRESENTATIVE PLAYER**

McKinnon Basketball Association will not credit or refund a player that chooses to withdraw from a Cougars representative team or Cougars Big V team during the season which includes grading. Refunds are not given for the following reasons which include but is not limited to:

1. Disapproval/dislike/not satisfied with the grade
2. Disapproval/dislike/not satisfied with the team
3. Disapproval/dislike/not satisfied with teammates
4. Disapproval/dislike/not satisfied with the allocated coach
5. Disapproval/dislike/not satisfied with the allocated team manager
6. Disapproval/dislike/not satisfied with the parents within the team
7. Disapproval/dislike/not satisfied with the Association/Club or Officials
8. Unavailable to train at allocated day/time
9. Other sport/social/work commitments
10. Change of mind by players and/or parents



## McKinnon Basketball Association

### Refund Policy

A player that moves to a residence more than 25km from the McKinnon Basketball Association is eligible for a pro-rata refund minus a \$50.00 administration fee with evidence of the relocation in form of a utility bill.

McKinnon Basketball Association may upon application in writing to the General Manager grant a refund if a player has a serious injury which will prohibit them from training and participating in the VJBL competition for the remainder of the Season. If a refund is granted it will be calculated pro-rata on the number of weeks that the player has participated minus a \$50.00 administration fee.

A player withdrawing at any stage, fees in full or part will not be credited to the following Season.

Where a player has registered to play the VJBL competition the MBA will only refund a player's registration or pro-rata the season registration on the following grounds:

- There is NO team available
- There is NO competition available

The competition has been abandoned or season shortened