



ELTHAM BASKETBALL CLUB

(Incorporated) Reg. No. A1680

P.O. Box 220 Eltham Victoria 3095

Ph: +61 3 9439 5686 Fax: +61 3 9439 6268

Email: ewbc@bigpond.net.au Web: www.elthamwildcats.org.au



REFUND POLICY

Subscriptions Saturday Domestic & Friday Championship

Refund requests must be submitted either by email to admin@elthamwildcats.net.au, or by post to PO Box 220 Eltham 3095, or handed into the Club Office at Eltham High and must include the following

1. Player's name
2. Parent/guardian's name
3. Address
4. Contact phone number
5. An explanation for the request

A. Medical Refund

A refund (or pro rata depending on the date of medical condition) (less administration cost of \$15) will be issued 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 with the refund request.

B. Relocating Refund

A refund (or pro rata depending on how many games played) (less administration cost of \$15) will be issued if a player's family is relocating to another residence further than 25ks from Eltham Basketball Club.

C. Placement Failure Refund

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

Refunds prior to season commencing

An administration fee of \$15 per child is deductible from the amount of the refund unless the withdrawal is due to extenuating circumstances mentioned above in either A or B.



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Saturday Players Refunds after Round 1

An administration fee of \$15 per child is deductible from the amount of the refund unless the withdrawal is due to extenuating circumstances mentioned above in either A or B.

Friday Championship Players Refunds after Commencement of Grading Phase

An administration fee of \$15 per child is deductible from the amount of the refund unless the withdrawal is due to extenuating circumstances mentioned above in either A or B.

Refunds are generally NOT GIVEN for the following once season has commenced:

- i. Disapproval of the grade playing or team number, or team selected for the player.
- ii. Dislike of the allocated coach.
- iii. Unavailable to train at allocated day/time. Club will attempt to meet reasonable requests.
- iv. Other sport/social/work commitments.
- v. Change of mind by players/parents.

Upon a player withdrawing at any stage, fees in full or part will not be credited to the following season, ie. Either a refund will be made as per above conditions or balance forfeited.

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/guardians behavior results in either suspension or expulsion of a player from a team.

If you have any concerns, please contact the Club Office.



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