

ELTHAM WILDCATS BASKETBALL CLUB



Refund Policy

Amended in accordance with a resolution of the Finance Committee, 10 May 2022.

M. Medical refund

A refund (pro-rata based on the number of regular-season games missed) will be issued if a player is unable to continue to participate for medical reasons. To qualify for a medical refund, a certificate from a registered practitioner, stating that the player should not participate in basketball, must be submitted with the request.

A refund will only be considered if the duration of the inability to play is longer than 4 weeks.

A deduction of 5% (to the nearest whole dollar) of the refund amount will be made to cover costs incurred. Any Late Payment Fee component will not be refunded.

V. Voluntary withdrawal

This category covers situations where a player/parent or guardian wishes to withdraw for any of the reasons listed below or for other reasons within the control of the individual.

The Club incurs considerable expense in allocating players to teams or programs, and further expense when a player is withdrawn. A deduction of 50% of the refund amount plus a further pro-rata deduction for any games/sessions actually played (to the nearest whole dollar) will be applied.

- Disapproval of the grade, playing or team status, or team selected for the player.
- Dislike of the allocated coach.
- Unavailability to train at allocated day/time. The club will attempt to meet requests notified at the time of registration.
- Other or changed sport/social/work commitments.
- Change of mind by players/parents or guardians.
- Change in team member makeup or availability.

Codes of Conduct issues

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

This also applies to where parent/guardian behaviour results in the inability of a player to participate in a team or program.

P. Placement failure refund

A full refund will be available if the Club is unable to place the player in a team or program in the appropriate age/gender/skill level. Please note that the Club does not guarantee a preferred team, nor any particular team.

No deduction will be applied to refunds under this Category.

C. Cancellation of program or competition

If the Club cancels a Program or Competition before it commences a full refund of the amount received by Eltham Wildcats Basketball Club (after Merchant Fees) will be issued. The Refund may be pro-rata if the cancellation occurs after the commencement of the Program.

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R. Relocation refund

A refund (pro-rata based on the number of games already played) will be issued if a player is relocating to another residence further than 25kms from Eltham Wildcats Basketball Club.

A refund will only be considered if the regular-season weeks missed is more than 4 weeks.

A deduction of 5% of the refund amount (to the nearest whole dollar) will be made to cover costs incurred. Any Late Payment Fee component will not be refunded.

E. Other or Extenuating Circumstances

The Club will consider Requests for Refunds under other extenuating circumstances. Please detail the circumstances in the refund form, or alternatively request a meeting at the Club's offices.

A deduction of 5% of the refund amount (to the nearest whole dollar) may be deducted to cover costs incurred, at the Club's discretion. Any Late Payment Fee component will not be refunded.

This category also covers Life Member rebates. These rebates are available for a current season and/or the most recent previous season.