

ELTHAM WILDCATS BASKETBALL CLUB



Refund Policy Details

Amended in accordance with a resolution of the Finance Committee on 20 May 2025.

The term “Fees” means the published fees charged by the Club for a Season or Program. They exclude any amounts charged as Late Fees and any amounts paid to another body, such as Basketball Victoria or Basketball Australia licence fees or similar.

M. Medical refund

A refund (pro-rata based on the number of games or sessions 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, should be submitted with the request.

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

A deduction of 5% (to the nearest whole dollar) of the 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The Club incurs considerable expense in allocating players to teams or programs, and further expense when a player is withdrawn.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.
- Other or changed sport/social/work commitments.
- Change of mind by players/parents or guardians.
- Change in team member makeup or availability.

The Club may refund a higher amount if the withdrawal occurs before any substantial grading or team allocation has occurred.

Codes of Conduct issues

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

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

U. Uniform return policy

Exchanges/Returns

We have a 14-day return policy for change-of-mind purchases.

To be eligible for a refund, your item must be in the same condition that you received it, unworn/unused, with tags attached (if applicable) and in the original packaging (if applicable). You'll also need to provide the receipt or proof of purchase. Please note, the cost of shipping for change-of-mind returns must be paid by the customer.

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We will notify you once we've received and inspected your return. If approved, you'll receive a refund via the Refund Request form. Please note that it can take up to 10 business days to be processed.

If you've ordered the incorrect size/item, you will need to send the item back at your expense for an exchange (not including original shipping costs); on arrival of the incorrect item the replacement will be sent out within 2-3 business days.

To begin the return process, please contact us at uniforms@elthamwildcats.net.au. Items sent back to us without first requesting a return will likely result in a processing delay.

Faulty/Incorrect Items

If an item is defective, damaged or you receive the wrong item, please contact us immediately at uniforms@elthamwildcats.net.au, so that we can solve the issue for you promptly.

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; however, the Club **may** apply Extenuating Circumstances if a particular and **reasonable** requirement is communicated at enrolment (not after the teams are announced).

No deduction of the Club Fees will be applied to refunds under this Category, and any Late Fee component will be refunded.

L. Life Member rebates

Life Member Rebates are available for Saturday Junior Domestic and Friday Junior Championship Registration fees. The rebate amount is 50% for a child of a Life Member(s) or 25% for the Grandchild of a Life Member(s). The greater rebate may be claimed, but the amounts are not cumulative. The maximum total rebate is 50%. These rebates are available for a current season and/or the most recent previous season.

C. Cancellation of program or competition

If the Club cancels a Program or Competition before it commences a full refund of the amount paid to the Club will be issued, including any Late Fees. The Refund may be pro-rata if the cancellation occurs after the commencement of the Program or Competition.

O. Open Domestic refund

Pro-rata refunds may be available for pre-paid game fees if the number of games in the season is reduced after the fee has been paid, at the regular nightly game-fee rate. The same applies in the event of the other team giving a walkover, or your team paying both a walkover fee and a pre-paid fee.

In the event that only one referee is provided for a match, a refund amount set by the Club will be provided automatically each month.

T. Away Tournament Rebate

From time to time the Club offers a rebate for our teams to participate in some away tournaments. There are a limited number of applicable tournaments, comprising events run by Associations that support the Eltham side of the Eltham Dandenong Junior Basketball Tournament from year to year. There is no guarantee that this rebate will be offered in any particular year.

R. Relocation refund

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

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

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A deduction of 5% of the refund amount (to the nearest whole dollar) will be made to cover costs incurred. Any Late Payment 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 confidential meeting at the Club's offices.

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