



Policy Name:	Credit Refund Policy
Approved by:	General Committee
Responsible:	Executive Committee Chair
Effective Date;	October 2020
Review Cycle:	Every 3 years

During normal operating periods, the club aims to process Credit/Refund requests within 14 days.

You will be advised by email when the refund has been processed.

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

A. Medical Credit/Refund

A credit/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 credit/refund, a doctor's certificate stating that the player should not participate in basketball must be submitted with the request.

A credit/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 credit/refund amount will be made to cover costs incurred. Any Late Fee component will not be credited/refunded.

B. Relocation Refund

A refund (pro-rata based on the number of games already played) will be issued if a player's family 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 Fee component will not be refunded.

C. Cancellation of Program or Competition

If the Club cancels a Program or Competition before it commences, a full Credit towards future participation, or a refund of the amount received by Eltham Wildcats Basketball Club after outside fees, will be issued. The Credit/Refund may be pro-rata if the cancellation occurs after the commencement of the Program.

If the Club postpones or reschedules a Program or Competition, a Credit will be applied by the Club automatically or a refund may be requested under this category. Each case will be treated on its individual merits.

No deduction, other than for outside fees, will be applied to Credits/Refunds under this Category.

D. Placement Failure Credit/Refund

A full credit/refund will be issued if the Club is unable to place the player in a team or program in the designated age group.

No deduction will be applied to refunds under this Category.

E. Other Extenuating Circumstances

The Club will consider Requests for Credits/Refunds under other extenuating circumstances. Please list the circumstances on the front page, 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 Fee component will not be credited/refunded.

Credits/Refunds will NOT be issued for the following reasons:

1. Disapproval of the grade, playing or team number, or team selected for the player.
2. Dislike of the allocated coach.
3. Unavailability to train at allocated day/time. The club will attempt to meet reasonable requests.
4. Other sport/social/work commitments.
5. Change of mind by players/parents.

Codes of Conduct Issues

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 parent/guardian behaviour results in either suspension or expulsion of a player from a team.