



# Warrandyte Basketball Association

## REGISTRATION REFUND POLICY

### PURPOSE

Warrandyte Basketball Association (WBA) understands that during the season, there may be situations that arise where players are unable to continue to play following payment of their registration fee. This policy provides a transparent and equitable approach for refunding player registration payments.

### SCOPE

This policy covers all players registered with the Warrandyte Basketball Association playing in the Eastern District Junior Basketball League (EDJBL) Warrandyte Redbacks teams, the Victorian Junior Basketball League (VJBL) Warrandyte Venom teams and the Victorian Basketball League Big V teams.

### IMPLEMENTATION

#### **Withdrawal Processing Fee**

Withdrawals after the selection process has begun can impact the team, program and the Association. A great amount of work is invested into producing WBA teams for each season and program. Registration withdrawals after registration cut-off is very disruptive to coaches and players and may even place the team at risk of walkover fines. WBA makes financial commitments to the associated league and online registration costs may have been charged to WBA.

To re-coup some of the associated costs with player withdrawals, WBA has approved a \$25 withdrawal processing fee for all refunds.

#### **Redbacks, Venom and Big V Programs:**

##### **Player withdrawal prior to the cut-off date for registration**

Players withdrawn prior to the cut-off date for registrations have minimal impact on team selection. In this situation a full refund will be applied.

##### **Player withdrawal before the season starts (including practice games)**

Players withdrawn prior to the commencement of the season have a significant impact on WBA selectors, the team, coaches and players. In this situation the player registration fee will be refunded less the \$50 administration fee.

##### **Withdrawal after the season starts**

No refund will be provided after this date, unless application for Medical Withdrawal or Special circumstance has been submitted to the committee to assess. A \$25 withdrawal processing fee will be retained for all applications for registration refunds for medical or special circumstances.

**Medical Withdrawal** – If the withdrawal is due to extenuating circumstances that is medically related it must be substantiated by a doctor's certificate. The medical condition must exclude the player from playing basketball for the remainder of the season. The committee will assess each case on its merit.

**Special circumstance** – If the withdrawal is due to special circumstances, the case must be outlined in writing. The committee will assess each case on its circumstances.

All applications for a refund are to be made to the WBA Administrator: [admin@warrandytebasketball.net.au](mailto:admin@warrandytebasketball.net.au)



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The following schedule of refunds apply:

Date of withdrawal	Refund Percentage	Withdrawal Processing Fee
Redbacks: Within fourteen days of registration cut-off Venom: Before 5 <sup>th</sup> November	100%	\$25
Redbacks: After the season starts (without medical/special circumstance) Venom: After 5 <sup>th</sup> November (without medical/special circumstance)	0%	n/a
One quarter or less into the season (medical/special circumstance)	75%	\$25
More than one quarter but less than half the season (medical/special circumstance)	50%	\$25
Second half of the season (medical/special circumstance)	0%	n/a

## RELATED DOCUMENTS

Nil

## REVIEW

This policy is to be reviewed every two years by the Policy Officer for approval by the full committee.

## DOCUMENT CONTROL TABLE

Version No.	Approved by:	Date approved:	Next review date:
1	WBA Committee	30 August 2016	June 2018
1.2	WBA Committee	July 2018	July 2020



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## APPENDIX A

### AUSTRALIAN COMPETITION AND CONSUMER COMMISSION

#### CANCELLING A SERVICE

Under the Australian Consumer Law, consumers have certain rights to cancel a service, however there are situations when consumers are unable to cancel a service as follows:

#### SERVICES THAT CAN'T BE CANCELLED

Consumers must pay for services received under a service contract that worked as expected.

Consumers can't cancel a service contract or get a refund if the problem was outside the control of the provider or if the consumer:

- changed their mind
- insisted on having a service provided in a particular way, against the provider's advice
- failed to clearly explain their needs to the provider.

#### References:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/cancelling-a-service#services-you-can-t-cancel>