

Alexandra Hills Raiders Basketball Club Inc



REFUND POLICY

By registering for a season with Alexandra Hills Raiders Basketball Club Inc, players and parents agree to train and play with the team in which they are selected for the whole of that season. Registering to play denotes an ongoing commitment for the season and is relied upon by the club to carry out significant pre-season administration and selection process. Player withdrawals after registration are disruptive to team selection/coaches and create considerable work for co-ordinators. Fill ins from other younger age teams are often required causing additional work and time for the team managers and administrators and place the club at risk of incurring walkover fines (charged to us by RedCity Roar as double the game fee).

However, Alexandra Hills Raiders Basketball Club Inc recognises that sometimes circumstances change, and this may mean that your child is unable to complete playing the season a of basketball. Please read below so you can be aware of which exceptional circumstances we will refund and how our refund process works.

Please note, regardless of circumstances or reasons, any player who is approved for withdrawal from a team after the season has commenced will incur a \$50 withdrawal administration fee.

It is not acceptable to request a refund from the club (without a transfer to another club in the Association) if the player is continuing to play representative basketball for RedCity Roar Basketball Association, as a requirement of the representative commitment is that players must be playing domestically.

In order for a refund to be considered one of two condition needs to be met:

1) Refund Due to Medical Condition

If a player is unable to complete a season due to a medical reason the club may offer a pro rata refund of your season fees plus our withdrawal fee. A medical certificate signed by a doctor, chiropractor or physiotherapist will be required.

2) Relocation Refund

If a player's entire family is relocating, the club may offer a pro rata refund of your season fees plus our withdrawal fee. The player themselves must be relocating and not just a family member relocating. If the player is a representative player, they must be withdrawing from any BQJBC Representative Program in addition to the club. If you can continue to represent an Association you can continue to commit to the club.

Requesting a Refund

Please email: treasurer@alexhillsraiders.com.au

Please note:

The Alexandra Hills Raiders Basketball Club Inc committee will endeavor to process your refund as quickly as possible. Circumstances may delay the refund process, this is not planned to cause you inconvenience, it depends heavily on the availability of our committee members who are volunteers with full time jobs and other commitments.

For the avoidance of doubt, refunds are not given for:

- *Dislike of the team into which the player has been selected*
- *Dislike of the allocated coach*
- *Unavailability to train at the allocated time/day*
- *Preferences not being met e.g. not playing with friends*

- *Dislike of the grade in which the team is playing in*
- *Dislike of the low team number designated*
- *Other sport/social commitments*
- *Change of mind by players/parents*
- *Parent/coach given lower ranked team than expected*

PLEASE NOTE: Clearances / Transfers between competing Clubs will NOT be issued if any payments are outstanding once registered, including withdrawal.

Refund of uniforms

Once worn, refunds of uniforms are not possible.