**Registration Refund Policy**

**Introduction**

Ashwood Wolves Basketball Club registers teams to compete in the Melbourne East

Basketball Association (MEBA). Junior Domestic Competition, consisting of age groups

from Under 8's through to Under 23's for both Boys and Girls. The club is required to submit and make payment to MEBA every season for each team to be compete. The club also has teams Under12's-under18's playing in the Friday night competition at Oakleigh.

Towards the end of each season the Club collects registrations (including registration fees) from players wanting to participate in the upcoming season. The Age -group Co-ordinators form teams from the registered players in accordance with the Team Selection Policy and submit them to MEBA.

Payment is due at the time of registration unless other arrangements have been made with registrar.

Fees cover; Payment of Team registration to MEBA. This fee contributes to the admin costs of the association and covers the basketball Victoria costs including player injury insurance.

Training venue court hire

Sporting pulse admin costs

Presentation day costs

Players who have not registered or not paid will not be placed into a team. Players registering after registration cut-off dates will only be placed into a team if a suitable vacancy is available.

Co-ordinators invest a major commitment of time and effort into producing the Teams for the following season. Withdrawals after the selection process has begun may not only impact on the team from which the player has withdrawn, but can have a flow on effect across the whole age group, and in some cases across other age groups. The Refund Policy has been specifically designed to deter the impact of withdrawals.

**Policy**

Written withdrawal is required to be emailed to the registrar and this will be the date from which a refund, if any is determined

The policy for withdrawals at different stages of the season are:

**Withdrawal prior to the cut-off date for registration** - Registrations withdrawn prior

to the cut off date have minimal impact to team selection and a full-refund will be

provided.

**Withdrawal after registration cut-off date and prior to teams being registered** -

Registration withdrawals at this stage can impact across many teams and creates

additional work for co-ordinators. Payment processing costs are also incurred by the

Club. An administration fee of 50% per child withdrawn will be deducted from the

registration fees (not including late fee) to be refunded.

**Withdrawal after teams are registered and prior to season start** - Player

withdrawals at this stage can significantly impact across many teams and creates

additional work for co-ordinators, team managers and coaches. Payment processing

costs are also incurred by the Club. An administration fee of 100% per child is deductible

from the amount of the refund.

**Withdrawal after season start** - Once the season commences, player withdrawals are

very disruptive to coaches and place the team at risk of walkover fines. Emergency

players are often required causing additional work and stress for team managers,

coaches and co-ordinators. Payment processing costs are also incurred by the Club. An

administration fee of 100% per child is deductible from the amount of the refund. The weekly team payment sheet will be due up to the final game or when notice of withdrawal to registrar is given, whichever is last.

**Exceptional Circumstances Withdrawal** - If the withdrawal is due to extenuating circumstances such as being medically related and can be substantiated by a doctor's certificate, a pro-rata refund may apply and each case will be assessed on its merit by the committee.

**Requesting a Refund**

Any refund requests must be emailed to the Ashwood Wolves with the following information:

1. Player Name

2. Contact Number

3. Explanation of why you are requesting a refund

4. Bank details for the refund.

***Please note:***

*The Ashwood Wolves Committee will endeavour to process your refund as quickly as*

*possible, however, as our Club is managed by volunteers sometimes this process is*

*delayed. Please allow time for the refund to be completed.*

Policy approved at the June 2016 Committee Meeting