



Registration and Refund policy

In registering to play with St Thomas' Greensborough North Basketball Club for any given season, players are indicating a commitment to the club and the team they are selected in. Parents will be sent the link to register for the upcoming season via Team App and email with the dates for the registration period in the lead up to each season. The link will send the applicant to the PlayHQ registration page where all player information is to be provided and all payments made.

St Thomas Greensborough North Basketball Club registration fees cover the cost of training venue hire, registration and game costs for our teams in the DVBA competition, insurances and other miscellaneous costs.

Families experiencing difficulty in paying the registration fees in full are encouraged to seek payment arrangements by contacting the Club President or Vice President ahead of the close of registration. All requests are treated confidentially.

Parents are asked to ensure that their children are committed to playing for the upcoming season before completing the online registration and payment of fees. Registration fees will only be refunded under the conditions outlined in the below Registration Fee Refund Conditions.

Late Registration:

Once the registration period closes, anyone wishing to register a player must contact the relevant age group coordinator. Age group coordinators will determine if there are places available in the teams. Whether or not a player can be registered late is always at the discretion of the age group coordinator, with the full support of the club committee. Age group coordinators are not obliged to create teams that they consider too large to accommodate late registrations.

Registration Fee Refund conditions:

- Parents must advise their age group coordinator in **writing via email** if their child is to be withdrawn.
- All Refunds are based on standard membership fee of \$270.00 (less PlayHQ Administration fee)
- If a player withdraws before the close of registration, the paid fees will be refunded minus a \$30 (per player) club administration fee.
- If a player withdraws after the close of registration, but before teams are announced, the fees will be refunded minus a \$50 (per player) club administration fee.
- If a player withdraws once the teams have been announced, but before the season has commenced the fees will be refunded minus a \$75 (per player) club administration fee.



- If a player withdraws before the end of the grading games, Half of the membership fee (per player) will be refunded.

All other applications for refunds will need to be forwarded ***in writing via email*** to the age group coordinator for consideration; any refund given will be at the discretion of the St Thomas Greensborough North Basketball Club Committee, minus club administration fee.

Club and Committee members invest a significant amount of time and effort into pre-season administration and team selections. Player withdrawal, at any stage, is disruptive and time consuming to the team and player selection processes. The withdrawal can have a flow on effect across the whole age group and creates considerable work for the volunteers on our committee. The St Thomas Greensborough North Basketball Club Refund Policy has been designed to minimize the impact withdrawals have on the Club.

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