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Franklin Basketball Association Refund Procedure

Programs:

The Franklin Basketball Association runs additional programs outside of competitions to support the continued development of our players. The following Refund Policy applies to all programs and camps outside of domestic competitions and representative basketball.

Session availability:

Should a player register and pay for a program online and find that their session time is no longer available or sold out they will be eligible for a full refund.

Program suitability:

On occasions a program may not be suitable for a participant i.e beyond a players capabilities. In this instance the General Manager, at their own discretion, will transfer the player to another suitable program. If then there is no applicable program a refund may be applied.

Medical conditions:

If a player has a medical condition that is supported by a signed Doctor's certificate they will be eligible for a refund for missed sessions or credit for the following term of the program. The signed Doctor's certificate must be submitted to the General Manager along with a covering note with the player's full details and missed session details, before refund is considered.

Franklin Basketball Association may, upon application in writing to the General Manager, grant a refund if a player has a serious injury or illness which will prohibit them from training and participating in the competition for the remainder of the season. The eligibility of refunds are determined on a case by case basis. Administration fees are not eligible for refund and will be deducted before eligible funds are refunded.

Change of mind:

Participants that decide that they no longer wish to participate in a program will not be granted a refund.

Credits for participants that are 'no shows' or are on holidays will not be granted.

Administration fees:

All Administration fees are not eligible for refund.

Credits

Credits will be voided after four years of no activity.

Refund Policy – Franklin Basketball Internal Competitions

- Franklin Basketball Association will not refund team registration fees for a team that wishes to withdraw after the competition and/or fixture has commenced.
- Player registration fees will not be refunded once they have registered and after the competition has commenced. (The competition commences from Week 1 of grading - if grading is applicable for competition).
- A player's registration fees may be refunded prior to the competition commencing.
- A player's registration fees may be eligible for refund on a case by case scenario, if they have played one (1) or more games in a season, sustain an injury and can no longer participate in the competition.
- Players that are disqualified from a competition for whatever reason are not eligible for a refund.
- Franklin Basketball Association will not credit a team or players registration to the following season.
- Franklin Basketball Association may, upon application in writing to the General Manager, grant a refund if a player has a serious injury or illness which will prohibit them from training and participating in the competition for the remainder of the season. The eligibility of refunds are determined on a case by case basis. Administration fees are not eligible for refund and will be deducted before eligible funds are refunded.

Refund Policy – Franklin Representative Player

- Franklin Basketball Association will not credit or refund a player that chooses to withdraw from a Franklin representative team during the season which includes grading.
- Refunds are not given for the following reasons which include but is not limited to:
 - a. Disapproval/dislike/not satisfied with the grade.
 - b. Disapproval/dislike/not satisfied with the team.
 - c. Disapproval/dislike/not satisfied with teammates.
 - d. Disapproval/dislike/not satisfied with the allocated coach.
 - e. Disapproval/dislike/not satisfied with the allocated team manager.
 - f. Disapproval/dislike/not satisfied with the parents within the team.
 - g. Disapproval/dislike/not satisfied with the Association/Club or Officials.
 - h. Unavailable to train at allocated day/time.
 - i. Other sport/social/work commitments.
 - j. Change of mind by players and/or parents.
- Franklin Basketball Association may, upon application in writing to the General Manager, grant a refund if a player has a serious injury or illness which will prohibit them from training and participating in the competition for the remainder of the season. The eligibility of refunds are determined on a case by case basis. Administration fees are not eligible for refund and will be deducted before eligible funds are refunded.