

REFUND POLICY

Franklin Basketball Programs

- Should a player register and pay for a program and find that their session time is no longer available they will be eligible for a full refund.
- On occasions, a program may not be suitable for a participant i.e. beyond a player's capabilities. In this instance the Director of Basketball, at their discretion, will transfer the player to another more suitable program. If there is no applicable program a refund may be granted.
- 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 a credit will be issued for the following term. This signed Doctor's certificate must be submitted to the Director of Basketball along with a covering note with the players full details and missed session details, before a refund is considered.
- 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 holiday will not be granted.

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 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/team/teammates
 - b. Disapproval/dislike/not satisfied with the allocated coach/team manager
 - c. Disapproval/dislike/not satisfied with the parents within the team.
 - d. Disapproval/dislike/not satisfied with the Association/Club or Officials.
 - e. Unavailable to train at allocated day/time.
 - f. Other sport/social/work commitments.
 - g. Change of mind by players and/or parents.

General

Franklin Basketball Association may, upon request in writing, grant a refund if a player has a serious injury or illness which will prohibit them from training and participating in the program for the remainder of the term. The eligibility of refunds are determined on a case by case basis. Affiliation and administration fees are not eligible for a refund.


Administration Fees

All administration fees are not eligible for a refund

Credits

Credits need to be used within 2 years of issue. After this time they will be written off.

Approved by:



Board Chairperson

Reviewed on: 15/10/2024
Next review: 15/10/2026