

Refunds Policy

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Policy Owner	Club Treasurer
Approved By	[Pending Committee Approval]
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Next Review	[12 months from approval date]

1. Purpose

This policy outlines when refunds may be granted for registration fees paid to Belconnen Ramblers Basketball Club, and the process for requesting a refund.

Refunds are at the discretion of the Committee. The grounds and timeframes below are intended as a guide to ensure consistent and fair decisions.

2. General Position

Registration fees cover costs incurred by the club in the lead-up to a season, including Basketball ACT registration, team nominations, and operational preparation. Refunds will therefore generally not be provided once a season has commenced.

3. Refund Eligibility

3.1 Full Refund

A full refund (less any non-recoverable Basketball ACT registration costs) may be granted where:

- The request is made before the season commences and before registration costs have been forwarded to Basketball ACT
- The club is unable to place the player in a team for reasons outside the player's control

3.2 Partial Refund

A partial refund may be considered at the Committee's discretion where:

- The player suffers a significant injury that prevents participation for the remainder of the season — supported by medical evidence
- The player relocates outside the ACT region mid-season
- Other extenuating circumstances exist that the Committee considers exceptional

3.3 No Refund

Refunds will generally not be provided where:

- The player chooses not to participate after the season has commenced
- The player is suspended or removed from the club for disciplinary reasons
- The player changes their mind about participating
- The player is unhappy with team placement or coaching decisions

4. Basketball ACT Registration Fee

The Basketball ACT registration component (\$65) is paid to Basketball ACT on registration and is non-refundable by Ramblers once it has been forwarded to Basketball ACT.

5. Payment Plan Refunds

Where a player is on a PayAdvantage payment plan and a refund is approved, the plan will be cancelled and any refundable balance will be returned. The 5% payment handling fee is non-refundable.

6. How to Apply for a Refund

1. Complete a Refund Application Form (available from treasurer@ramblers.net.au or the club website)
2. Include supporting documentation where applicable (e.g., medical certificate)
3. Submit to treasurer@ramblers.net.au
4. The Committee will review the application within 21 days and communicate the decision in writing
5. Approved refunds will be processed by bank transfer within 14 days of the decision

7. Disputes

If you disagree with a refund decision, you may lodge an appeal in accordance with POL-005 Complaints and Grievances Policy.

8. Contacts

Contact	Email
Club Treasurer	treasurer@ramblers.net.au