

SACBCI Refund Policy

February 2021

Table of Contents

1	Introduction	3
2	Scope	3
3	Affiliation and registration refunds	3
4	Composition of refund	4
5	Form of refunds	4
6	Payment of refund	4
7	Recovery of refund	4
	Appendix 1 SA Country Basketball Refund Process	5
1	Refund process.....	5

1 Introduction

- 1.1 The purpose of Policy is outline circumstances in which a refund can be made and if any charges are to be deducted.

2 Scope

- 2.1 This Refund Policy is applicable to participants affiliating and registering with SA Country Basketball.
- 2.2 This Policy deals with all aspects of refunds associated with online affiliation and registration, including but not limited to:
- 2.2.1 Basketball Australia (BA) affiliation and registration fee;
 - 2.2.2 Basketball South Australia (BSA) affiliation and registration fee;
 - 2.2.3 South Australia Country Basketball affiliation and registration fee;
 - 2.2.4 South Australia Country Basketball representative fee;
 - 2.2.5 Insurance fee;

3 Affiliation and registration refunds

- 3.1 Eligibility for refunds
- 3.1.1 SA Country Basketball will only consider a full refund or credit of fees (in the full fee period) in the following circumstances:
- (a) The participant is unable to participate as a result of factors outside of their control (e.g. government regulations, natural disaster, pandemic);
 - (b) The participant has withdrawn and not participated in a Basketball activity for the Association;
 - (c) Duplicate affiliation registration fee;
 - (d) As required by statute, such as in accordance with state and/or federal consumer protection legislation;
 - (e) At the discretion of SA Country Basketball in exceptional circumstances.
- 3.2 Non eligibility for refunds
- 3.2.1 SA Country Basketball will not consider a full or partial refund or credit of fees (in the full fee period) in the following circumstances:
- (a) The participant has been ejected/suspended during the full fee period;
 - (b) The participant has participated in a Basketball activity during the full fee period.

4 Composition of refund

- 4.1 Where affiliation and registration fees represent an aggregate of fees, each organisation will be responsible for determining their individual policy position. SA Country will consider the SACBCI portion only.
- 4.1.1 The Association is responsible for determining a refund for a competition, product registration fee in accordance with statutory requirements (state and/or federal consumer protection legislation);
- 4.1.2 SA Country Basketball is responsible for determining a refund of an affiliation and registration or representative fee;
- 4.1.3 Basketball SA, Basketball Australia and the respective insurance provider are responsible for determining a refund of an affiliation, registration or insurance fee.

5 Form of refunds

- 5.1 **SA Country Basketball refund or credit requests must be in writing from the Affiliated Association and on approval will be paid by direct credit to the participant or guardian or to the respective Association within 14 days of receipt of the request less the transaction fee (non-refundable).**

6 Payment of refund

- 6.1 The participant affiliation and registration fee refund will exclude the product transaction fee.

7 Recovery of refund

- 7.1 SA Country Basketball assess the eligibility of the participant to receive an affiliation and registration or representative fee refund;
- 7.2 A participant approved to receive an affiliation and registration fee refund will have their registration status changed to either 'inactive' or in the case of a duplicate payment 'cancelled' on the online affiliation and registration system by the respective Association.

Appendix 1 SA Country Basketball Refund Process

1 Refund process

- 1.1 The participant applies for a SA Country Basketball affiliation and registration or representative fee refund or credit via the Association contact and/or in writing to the Executive Officer of SA Country Basketball with the following information:**
 - 1.1.1 Name of participant;**
 - 1.1.2 Name of Parent or Guardian;**
 - 1.1.3 Fee paid;**
 - 1.1.4 Bank details (Name of bank, Account name, BSB, Account number);**
 - 1.1.5 Rationale for refund;**
 - 1.1.6 Confirmation the participant has not participated in a Basketball activity in the current full fee period when requesting a refund for an affiliation and registration fee.**
- 1.2 The request for a SA Country Basketball affiliation and registration fee refund must be received within six (6) weeks of the commencement of the competition and submitted before the 30th June annually.**
- 1.3 In the case of a duplicate affiliation and registration payment being made to a metropolitan Club/Association in the same year, the participant applies for a Basketball SA affiliation and registration fee refund in writing to Basketball SA.**