



REFUND POLICY – DOMESTIC COMPETITION

Clyde Phoenix Basketball Club will not refund player registration fees once they have registered and after the competition has commenced. (The competition commences from week 1 of grading).

All requests for refunds must be in writing to enquiry@phoenixbasketballclub.com.au stating the parent/guardian and child's full name.

- 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.

A player's registration fees will not be refunded if they have played 1 or more games in a season, sustain an injury and can no longer participate in the competition.

All other applications for refunds will need to be forwarded in writing via email to enquiry@phoenixbasketballclub.com.au for consideration; any refund given will be at the discretion of the Clyde Phoenix Basketball Club Committee, minus club administration fee.

Players that are disqualified from the competition for whatever reason are not eligible for a refund.

Players that are removed from the club due to a breach of our code of conduct are not eligible for a refund.

Clyde Phoenix Basketball Club will not credit a team or players registration to the following season.

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 team number designated
- Other sport/social commitments
- Change of mind by players/parents

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 Clyde Phoenix Basketball Club Refund Policy has been designed to minimise the impact withdrawals have on the Club.