

TOWNSVILLE BASKETBALL INCORPORATED (TBI)

Policy: Refunds for Registration and Game Fees

1. Purpose

This policy outlines the conditions under which refunds may be issued for registration and game fees paid to Townsville Basketball Incorporated (TBI). It aims to provide clarity, fairness, and consistency in managing refund requests while supporting the operational integrity of TBI and affiliate clubs.

2. Scope

This policy applies to all players, parents, and guardians who have registered for any TBI competition, program, or event and have paid associated registration or game fees.

3. Registration Fees

Registration denotes a commitment to participate for the full season. TBI relies on registrations to conduct team selections, assign coaches, and manage competition logistics. Withdrawals after registration disrupt planning and increase administrative burden.

Policy Statement:

- No refund of registration fees will be provided once a player has taken the court in any competition game.

4. Game Fee Refunds

Refunds will not be issued for the following reasons:

- Dislike of team allocation
- Dislike of coach assignment
- Inability to attend training at scheduled times
- Preferences not met (e.g., not playing with friends)
- Dislike of competition grade
- Dislike of team number
- Conflicting sport or social commitments
- Change of mind by player or parent
- Dissatisfaction with team ranking or placement

Refunds may be considered under the following circumstances:

- **Medical Grounds:**
A full or partial refund may be granted if a player is unable to participate due to injury or medical condition. A valid medical certificate must be provided, specifying the duration of non-participation.
- **Extenuating Circumstances:**
Written requests outlining exceptional circumstances may be submitted to TBI for consideration. These will be assessed on a case-by-case basis.

5. Game Fee Conditions

- Game fees are season-specific and cannot be carried over to future seasons.
- Unused or unplayed games are not transferable.
- Full payment of game fees is required by Round 3 of competition for all junior players.
- Senior players who opt for per-game payments must pay prior to taking the court. Failure to do so will result in a forfeit loss for the team.

7. Policy Review

This policy will be reviewed annually or as required to ensure relevance and effectiveness.