



Carnegie 'Chargers' Basketball Club

Fee Refund Policy

1. Purpose

This policy outlines the conditions under which registration fee refunds may be granted by the Carnegie 'Chargers' Basketball Club ("the Club"). This policy applies to Club fees only; McKinnon Basketball Association and Basketball Victoria fees are managed separately by the relevant association.

This policy aims to ensure fairness while recognising the administrative and operational impact of player withdrawals.

2. Commitment to Registration

Registering to play with the Carnegie Chargers signifies an ongoing commitment to the Club for the upcoming season. Player withdrawals after registration are disruptive to teams, age groups, and place a significant administrative burden on Club volunteers.

3. Registration Fees

Registration fees contribute to, but are not limited to:

- Competition team costs for McKinnon Basketball Association
- Training venue hire
- Administrative and operational expenses

4. Eligibility for Refunds

The Club will provide full refunds in the following circumstances:

- Player registered in incorrect competition (e.g., seniors instead of juniors and require a refund of the difference)
- Competition does not proceed
- Club unable to place player in a team due to team capacity

All other refund requests will be guided by the Club's policies outlined below.

5. Pre-Season Refunds

All requests must be submitted via email to carnegiebasketballclub@gmail.com within the below timeframes.

- Within 14 days of registration closing:

Full refund less \$10 processing fee

- After 14 days but before season starts:

Refund at Club discretion less \$30 admin fee

6. In-Season Refunds

Partial refunds may apply for injury, illness or relocation at the Club's discretion.

Refund scale

Based on number of games played:

- 3 games or fewer: 75% refund
- 4-7 games: 50% refund
- 8+ games: no refund

Requests must be submitted as soon as an inability to complete the season is known or before end of Round 13, whichever comes first. A \$10 processing fee applies to In-Season Refunds.

7. Required Information for Refunds

The below information is required to enable refunds to be assessed and processed.

- Player name
- Parent/guardian name
- Contact details
- Team and age group
- Reason and supporting documentation
- PlayHQ Tax Invoice issued at time of registration
- Bank details

All requests will be treated in the strictest confidence.

Club Volunteer Role Discount

Members that hold a role in the Club (eg coaches, age group coordinators) that have already received a discount for the player registration fee will be eligible for a refund such that it does not exceed a minimum of \$30 retained by the Club.

8. Non-Refundable Circumstances – after season starts

No refunds after first game scheduled for the relevant season for:

- Team or coach dissatisfaction
- Training schedule conflicts
- Preferences unmet, eg not playing with friends
- Other sport/social/work commitments
- Change of mind by player/parents
- Suspension or expulsion from a team by a player who violates/disregards any rules in the relevant Code of Conduct.

For exceptional circumstances, the Club will consider refunds on a case-by-case basis.

9. Policy Review

This policy may be updated by the Committee at any time.

Policy Version: May 2026