

BHN Basketball Refunds, Fees & Financial Policy 2025

PURPOSE

To guarantee all payments for upcoming competitions are received on time and in full.

We aim to provide our members with clear information about withdrawal deadlines and invoicing with adequate payment timeframes to ensure all fees are collected in full prior to the season commencing.

Please note: all fees and any extra charges that may apply and will be communicated clearly ahead of time.

GENERAL FINANCIAL POLICIES

- Payment is required at the time of registration to secure a place on a BHN team. **50% of the season's total fees is held as a non-refundable deposit.** If however you are experiencing financial difficulties, please contact assistance@bhnbasketball.com to arrange alternative payment options with our friendly accounts team.
- The total registration fee must be paid in full by the designated deadline. To avoid any confusion, the total amount payable for the season is invoiced at the time of registration and can be paid either in one lump sum or in monthly, fortnightly or weekly instalments.
- In the instance of any invoices still outstanding by their due date, you will receive automated reminders via 360Player. Further reminders may be issued by our Accounts team if warranted. If payment remains outstanding for a prolonged period, BHN Basketball may choose to exclude the member from playing with BHN Basketball until such time as full payment has been collected.
- **No refunds will be issued once teams have been registered with Hills Basketball Association (HBA).**
- Uniforms are mandatory and can only be ordered through BHN Basketball Club. The cost of the full reversible uniform is **\$95**, while individual items are **\$47.50 each**. Uniform payments are payable at the time of ordering.

LATE FEES

- Members will receive automated reminders via 360Player following any missed payments.
- Late fees of **\$25** may be charged for any payments outstanding for a prolonged period.
- Failure to arrange payment of any outstanding amounts due may result in the member not being entered into a team until payment is made.

- Failure to meet financial obligations, including late fees, may result in disciplinary actions, including suspension from participation until the account is settled.
- Any disputes related to financial policies should be submitted in writing to the Executive Committee via management@bhnbasketball.com. The Executive Committee will review and respond within 14 days.

WITHDRAWAL & REFUND POLICIES

- If the member withdraws after teams have been entered with HBA, the 50% non-refundable component of their fees will be retained.
- Members who withdraw after registration will still be responsible for any outstanding payments related to uniforms or other costs incurred by the club on their behalf.
- In extenuating circumstances such as long-term injury, refunds may be considered by the Executive Committee by emailing management@bhnbasketball.com. These will be assessed on a case-by-case basis. The Executive Committee will review and respond within 14 days.
- **There is no refund available for change of mind.**

FINANCIAL HARDSHIP

If you are having difficulty making payments, please contact assistance@bhnbasketball.com to discuss alternative arrangements.

PROCEDURES

BHN Basketball is committed to its members and will abide by the standard procedures listed below:

- Clearly communicating club fees and any non-refundable components when we commence team planning (approximately 5 months prior to upcoming season).
- Relaying this information via 360Player or other platforms such as WhatsApp, our website or email.
- Clearly communicating deadlines for fees due and any applicable withdrawal timeframes.
- Ensuring all invoices are sent on time with adequate notice and reminders for payments due.
- Receiving and responding to any feedback from members regarding financial disputes within 14 days.

