

14/8/2024



PAYMENTS, REFUND & RETURN POLICY

Please read the information below prior to requesting a refund or return. Macarthur Basketball Association Ltd (MBA) will not provide a refund simply for a change of mind or for an incorrect decision. Please be advised that refunds are generally only available where an event has been cancelled or rescheduled or where the Australian Consumer Law applies.

PAYMENTS

Competitions:

All payments are to be made on or before the due dates that have been set out. MBA offers a range of options for paying the season fees.

- Payment plans
- Direct debit
- Payment in full

If fees are not paid on time, the player will not be eligible to take the court and play until the fees have been paid. Payments will be made through the Basketball Connect app or transferred into our bank account.

Training:

All payments are to be made before the attendance of the first training session. Payments can be made online or in person at Minto Indoor Sports Centre.

WITHDRAWING FROM AN EVENT/PROGRAM

If after paying to attend an event/program you need to withdraw, please contact MBA in writing as soon as possible to arrange a refund. All requests for refund must be submitted in writing to email accounts@macarthurbasketball.com.au.

The following rules apply:

Competitions:

- Up to 2 weeks prior to the commencement of the competition if you must withdraw for any reason, you will be charged an administration fee which will be \$30 which will be taken from the season deposit. You will be refunded the difference.
- From 2 weeks to the commencement of an event/program if you must withdraw for any reason, you will lose the season deposit, and no refund will be given.
- If you chose to withdraw during the season, MBA would look at how many weeks have been played and how much money has been paid during this time. If it warrants a refund MBA will transfer the money into your bank account. There will also be a \$20 administration fee.

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Training:

- If you must withdraw for any reason before attending a training session and have paid for the term, you will be charged a \$20 administrative fee and will be refunded the remaining balance.
- If you chose to withdraw during the term, MBA would look at how many weeks have been completed and how much money has been paid during this time. If it warrants a refund MBA will transfer the money into your bank account. There will also be a \$20 administration fee.

If you must withdraw from an event/program due to an illness or injury, a medical certificate must be provided with refund request. Refund amounts due to illness or injury will be reviewed on a case-by-case basis. Administrative fee may be applied.

CANCELLED/POSTPONED EVENTS/PROGRAM/COURSE

Occasionally, some events that are conducted by MBA or that MBA participates in are cancelled or postponed. Should this occur, we will contact you to inform you of refund options or credit procedures for that event.

INDIVIDUAL MEMBERSHIP/ INSURANCE

Please note that all players are required to have the individual membership/ insurance with Basketball New South Wales and Macarthur Basketball to be able to take the court and play. This membership/ insurance is a separate fee to the training/ competition season fees.

Once the participant completes the membership form, has agreed to the terms and conditions and paid the relevant fees, your membership with the association and affiliation with Basketball NSW is valid for 12- months from the date of transaction.

Once you partake in any basketball activity (playing or training etc), no matter how long the duration, nor the number of times, the opportunity to request a refund has passed (except where a member has a right to a refund under the Australian Consumer Law).

If you have paid for your membership fees and then decide not to participate, please contact us immediately. If proof and validation can be substantiated, that the participant did NOT partake in any basketball activity, then the association may issue a refund. Refund of memberships is not guaranteed for change of mind or for changes in personal circumstances that prevent a person from enjoying the full benefits of the membership. Please note if a refund is provided, an administration fee may be applied.

Affiliation Membership Fees (Full membership paid at another Association, affiliation is with MBA) are valid up until the expiry of full membership. Refunds will be assessed on a case-by-case basis. All requests for refund must be submitted in writing to email accounts@macarthurbasketball.com.au

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PAYMENT METHODS AND REFUNDS

If you are eligible for a refund, MBA can only refund to a bank account or credit your account.

REQUESTS AND REFUND PROCESSING

A refund requested and approved by MBA will be processed within 7-10 days. Please note timeframes are subject to receiving approval by all responsible parties and the processing times for the respective financial institutions.