

# Balwyn Blazers Basketball Club

## Registration Refund – Policy



### Background

Balwyn Blazers fields teams in the EDJBA competition, the seasons which correspond to the school terms 2 and 3 for the winter season and 1 and 4 for the summer season.

Following the Balwyn Blazers holds team selection sessions, the Age Group Coordinators (AGC's) arrange teams in accordance with criteria such as ability, friendships or other commitments such that all players can train and play at a convenient time. This can be a time consuming, convoluted and difficult process at the best of times. Teams for the following season are published one to two weeks before the next season commences.

As players have been known to withdraw from playing at any time during the season Balwyn Blazers has adopted a fee refund policy to ensure that all members know in advance the circumstances where refunds will be granted. The policy is specifically designed to discourage withdrawals.

As Player HQ deducts a transaction fee from registration fees paid to the Balwyn Blazers, we treat this as a pass-through costs, any applicable refund will be paid **less** the transaction fee paid to Player HQ.

### Provision of Refunds Due to Season Disruption

In the event where a season is disrupted due to external events and this results in a substantial part of the season being lost the club committee will assess the amount of time lost. Where it is feasible to do so the club will look to reimburse players for game day fees, pro-rata registration fees or a combination of both.

Due to the administrative work required in managing refunds, the club may look to manage refunds via providing a discount to a subsequent season rather than a cash refund.

Upon application in writing to the club cash refunds may be paid in cash in lieu of a discount for the following reasons;

- a player will not qualify to play by age in the following season
- a player not be able to play in the following season due to a medical reason *or*
- a player will not be playing for the Balwyn Blazers, or another EDJBA club in the following season

### Provision of Refunds General

The following sets out the club's policy on registration fee refunds at various stages of the season.

#### ***Following Team Selection sessions, but prior to publishing teams***

At this stage, player withdrawals are disruptive to team selection and create work for the AGC's.

An administration fee of \$20 is deductible from the amount of the refund unless the withdrawal is due to extenuating circumstances such as they are medically related and can be substantiated by a doctor's certificate or the player is relocating to another place of abode outside the City of Boroondara.

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### ***Following publishing teams but before the season commences***

More significant disruption occurs following a withdrawal at this stage of the process as team lists have to be reprinted and distributed to the affected team members. If a rearrangement of players between teams is required, this can affect more than one team. Therefore, an administration fee of \$40 is deductible from the amount of the refund from the amount of the refund unless the withdrawal is due to extenuating circumstances as outlined at the previous stage.

### ***Following the Commencement of the Season***

Once the season commences, player withdrawals are very disruptive to coaches and place the club at risk of incurring walkover fines. Fill ins from other younger age teams are often required causing additional work and stress for the team manager and club administrators.

As a consequence, no refunds are payable after the season begins except in the exceptional circumstances mentioned above upon which an administration fee of \$40 per child is deductible from the amount refunded.

For the avoidance of doubt, refunds will not be given for

- dislike of the team into which the player has been selected;
- dislike of the allocated coach;
- unavailability to train at allocated time/day;
- preferences not being met e.g. not playing with friends;
- dislike of the grade in which the team is playing;
- dislike of the low team number designation;
- other sport/social commitments;
- change of mind by players/parents;
- parent / coach given lower ranked team than expected.

Upon a player withdrawing at any stage, fees will not be held over until the following season.