



Version Control

Version	Date	Approved By	Details
2026.1	3-March-2026	Club Executive	Initial publication of updated refund policy incorporating additional details on eligibility and calculations.

Purpose

This policy outlines the procedure that the club undertakes in situations where a refund is sought following a payment to the Balwyn Blazers Basketball Club.

Background

Balwyn Blazers participate in the EDJBA competition, with seasons aligned to the Victorian school terms: Terms 2 and 3 for the winter season, and Terms 4 and 1 for the summer season.

Following the completion of team selection sessions, Age Group Coordinators (AGCs) allocate players to teams considering a range of factors, including playing ability, friendship requests, and known availability constraints. The objective of this process is to form balanced teams and, where reasonably possible, enable players to train and compete at suitable and convenient times.

Team formation is a complex and time-intensive process for the AGCs. Team lists for the upcoming season are typically published one to two weeks prior to the commencement of the season.

General considerations

All decisions regarding refunds are at the discretion of the Treasurer and/or Balwyn Blazers Executive Committee.



Season Disruption

If a season is disrupted due to external circumstances resulting in a loss of 7 or more games in the season, the Club Committee will assess the extent of the disruption. Where deemed feasible, the Club may provide affected players with a reimbursement in the form of pro-rata game day fees, pro-rata registration fees, or a combination of both.

In recognition of the administrative effort associated with processing cash refunds, the Club may, at its discretion, elect to apply refunds as a credit or discount toward a subsequent season rather than issuing a cash payment.

Cash refunds may be considered upon receipt of a written request to the Club where any of the following circumstances apply:

- The player will be ineligible to participate in the following season due to age restrictions;
- The player will be unable to participate in the following season for medical reasons; or
- The player will not be participating with the Balwyn Blazers, or any other EDJBA-affiliated club, in the following season.

All determinations under this policy remain at the discretion of the Club Committee.

Eligibility

Refunds will be considered for the following reasons:

- Withdrawal from the season (full or partial).
- Sibling discount not correctly applied.
- Dribblers discount not correctly applied.
- Registered in incorrect programme/season.
- Government grant refund.
- Season disruption (e.g. due to pandemic).
- Other special considerations that will be evaluated by the Club Committee.

Eligibility for a refund varies depending on the circumstance in which the refund is sought. Refunds for a full or partial withdrawal from the season will be considered under the following scenarios:

- Withdrawal prior to teams being released.

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- Illness/injury where a player misses at least six (6) consecutive weeks. A medical certificate is required and should state the player is unable to participate in basketball for that period of time.
- Relocation of a player more than 20kms from Balwyn High School.

Once teams have been released, refunds, transfers, or variation requests will **not** be granted for the following reasons:

- Change of mind by the player or parent/guardian.
- Disapproval of the allocated team, coach, or training venue.
- Dissatisfaction with team selection outcomes, including grading or team number designation.
- Unavailability to attend the allocated training time and/or day.
- Personal preferences not being met (including requests to play with friends).
- Conflicting commitments, including participation in other sports or social activities.
- Any breach of the clubs Code of Conduct.
- Any sanction imposed by Basketball Victoria or EDJBA on the player, parent/guardian, or an associate.

Refund Calculations

In all situations where members are approved for a refund, we do not refund any fees that the club doesn't receive, such as member PlayHQ fees, credit card fees, Basketball Victoria (BV) Annual Participant Licence - Junior (12 months)" or "Basketball Australia (BA) Game Development Levy (12 months)" fees.

Junior Domestic (EDJBA)

If a request is received for a player's registration to be withdrawn before teams are published, fees paid will be refunded in full minus the fees mentioned above.

If a request is received for a player's registration to be withdrawn after teams are published and before the completion of Round 2, fees paid will be refunded, upon request, less a \$40 administration fee.

After the completion of Round 2, fees paid will only be refunded in exceptional circumstances, determined at the discretion of the Treasurer and/or Balwyn Blazers Executive Committee. If approved, fees paid will be refunded, less a \$60 administration fee.

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If a refund is approved and you still have other players active in the club, then the refund amount you receive will be based on the discounted sibling fee and not the full fee that you may have paid for the first player registration.

Registration fees will be refunded on a pro-rata basis and include game fees for any games yet to be played. The refund amount is calculated as follows:

$$\text{Registration Fee Paid} - \text{Club PlayHQ Fee} - \text{Games Played Fee} - \text{Club Admin Fee}$$

Fees paid directly to Basketball Victoria or Basketball Australia (e.g. the Annual Participant Licence fee) are non-refundable as they are not received by the club and are paid directly to the other organisation.

Programs

Balwyn Blazers facilitates several different programs, including weekly programs throughout the school term and school holiday programs.

The cost of programs is calculated on the anticipated expenses incurred by the club combined with the number of participants that are eligible to register. For this reason, refunds are calculated as follows:

- Within 48 hours – not eligible for a refund.
- More than 48 hours' notice and within 7 days – 50% refund.
- More than 7 days' notice – 100% refund.
- If the club cancels a program for any unforeseen reason – 100% refund.

Refund Process

Requests for a refund must be submitted via the online portal that can be accessed [HERE](#).

Submissions are reviewed at the end of each calendar month. We may contact you for further information to assess your request.

If approved, refunds are paid within 14 days of approval.



Appeal & Complaints

Members may request a review within 14 days of receiving the outcome of a refund request.

Appeals can be sent via email to president@balwynblazers.com.au and will be reviewed and responded to within 14 days of being received.

Unresolved matters may be referred to Basketball Victoria or Sports Integrity Australia under the National Integrity Framework complaint process.