

# E.Bees

Junior Basketball Club Inc.

[www.ebees.org.au](http://www.ebees.org.au)



## E.BEES REFUND POLICY

### Club Philosophy

At E.Bees, we believe that basketball is a sport available equally to boys and girls and we strive for a club culture that enables kids to have fun while supporting players at all levels to be the best they can be. We provide opportunity for kids to engage in physical activity, develop friendships, build their skills and most importantly enjoy their sport. To ensure this happens the committee has prepared and adopted the following policies.

### Purpose

This document is an outline of the Club's approach to the refunding of fees.

### Overview

E.Bees are required by Melbourne East Basketball Association (MEBA) to provide, as accurately as possible, the number of teams that will be competing for the upcoming Summer or Winter seasons. This information is required prior to the start of each season along with advance payment of fees for all teams.

### Refund Policy

Once a player has been registered to compete within a season, the refunding of that registration, which is inclusive of game fees, is NOT permitted.

### Cooling Off Period

A Cooling Off period is applicable (**less administration costs of not less than 10% of the total registration and merchandise payment**) if an application is made to the registrar, via email, within 7 calendar days of registering.

NB. The cut off for the Cooling Off period is 4 days prior to Team Selection. Team Selection is typically the Sunday two weeks prior to the commencement of the Season for Winter and 3 weeks prior for Summer.

### Relocation Refund

At the discretion of the Club/Committee, a Relocation Refund may be applicable for families relocating to a residence outside of a 30 km zone from E.Bees PO Box. The refund application must be made via email to the registrar. The refund will only be applicable, if made PRIOR to the commencement of the season proper – during grading. If approved by the Club/Committee the refund will be calculated on the basis of remaining games and once administration costs have been catered for.

### Medical Refund

At the discretion of the Club / Committee, a partial refund of fees may be allowed if the withdrawal is due to medically related circumstances PRIOR to the commencement of the season proper – during grading. The request for refund must be made via email to the registrar and will need to be substantiated by a Doctor's Certificate. The Certificate must indicate the period of time the player will be unavailable. If approved by the Club / Committee the refund will be calculated on the basis of games unavailable once administration cost have been catered for.

**Note:** A player will NOT be eligible for a refund for medical related circumstances if they are out for less than 6 consecutive games.

Club/Committee Officials invest a significant amount of time and effort into pre-season administration and team/player selections. Player withdrawal, at any stage, is disruptive and time consuming to the team and player selection processes. A withdrawal can have a flow on effect across the whole age group and indeed, in some instances, across other age groups. Our Refund Policy has been designed to mitigate the impact withdrawals have on the Club.

**For the avoidance of doubt, refunds are not given for:**

- Dislike of the team into which the player has been selected.
- Dislike of the allocated coach.
- Unavailability to train at the allocated time/day
- Preferences not being met e.g. not playing with friends.
- Dislike of the grade in which the team is playing in.
- Dislike of the low team number designated.
- Other sport/social commitments.
- Change of mind by players/parents.
- Parent/coach given lower ranked team than expected.

### Queries

All questions related to the Refund Policy should be initially directed to the E.Bees Committee via email to [secretary@ebees.org.au](mailto:secretary@ebees.org.au). All queries will be reviewed and responded to as soon as possible.

### Authorisation

This policy was officially approved by the Committee on 11 July 2016.