

## REFUND POLICY

### CAMBRIDGE BASKETBALL CLUB

*This Policy applies to all registration purchases from our club*

At Cambridge Basketball Club getting kids playing domestic basketball is our number one priority and we will always work with our families to ensure that everyone is happy playing the sport they love.

#### **Cambridge Basketball Club adheres to Australian Consumer Law**

Under the Australian Consumer Law, our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled to:

- Cancel your service contract with us; and
  - A refund for the unused portion; or to compensation for its reduced value.
- A. *Cambridge Basketball Club does not offer any refunds due to Change of Mind.*
- B. *In the event of a serious injury/medical condition occurring during a season, where a player will be unable to participate in 50% of the games for that season, may be eligible for a refund for games not played. Please attach a Medical Certificate with your refund request and note that any refund approved will incur a 5% Processing Fee.*
- C. *Should you choose to leave our club for any reason other than mentioned in (A) or (B) and request a refund on your Registration fees or any additional expenses incurred by the family (i.e. uniform purchases) any refund approval will be at the clubs discretion where the committee will determine if any amount is withheld to cover expenses incurred, based on the number of games/training sessions already played/attended. There will also be a 5% administration cost.*

**Please read this Policy prior to Registration so that you understand what your rights are should you change your mind or you become unhappy with our club and the service with which it provides.**

**All refund requests must be submitted in writing to [president@cambridgebasketball.com.au](mailto:president@cambridgebasketball.com.au)**

All requests will be presented to/voted on/ and the amount approved by the members of Cambridge Basketball Club Committee during our regular committee Meetings. If your request falls under (a)(b) or(c) please note NO funds approved will be released prior to this process occurring.

We aim to process all refund requests received to the above-mentioned email address, within 14 days of them being presented at a meeting.

Should you wish to speak to us in regards to this policy or any refund request please email us at [president@cambridgebasketball.com.au](mailto:president@cambridgebasketball.com.au)