



Aberfeldie Jets Basketball Club Inc

Player Payment And Refund Policy

Aberfeldie Jets Basketball Club enters junior teams into the Keilor Basketball Association (KBA) - junior domestic competition. The KBA's junior domestic competition covers Under 10's through to Under 19's for both girls and boys. The KBA requires the Club to forecast the number of teams they will enter for the upcoming season and make payment to them for each team entered so that they can plan accordingly.

The Summer season runs from October to March and the Winter season runs April to September. Before the start of each season the Club collects registrations (comprised of registration fees and game fees) from players wanting to participate in the upcoming season. Registering to play denotes an ongoing commitment for the season and is relied upon by the club to carry out significant pre-season administration and selection processes. The Girls and Boys Registrars form teams from the registered players in accordance with the Team Selection Policy. Players who have not registered or not paid will not be placed into a team. Players registering after registration cut-off dates will only be placed into a team if a suitable vacancy is available. Please note that a late payment penalty applies to all returning players if they do not pay before the advertised cut off dates.

Please understand that Registrars are volunteers, parents just like yourself who invest a large amount of their own time into producing the Teams for your children to play in the following season. Withdrawals after the selection process has begun may not only impact on the player being withdrawn, but can have a flow on effect across the team; and in some cases across the age group and grade. Team registrations, insurances & training hire costs have already been paid at the beginning of the training season, so as such most fees are non-refundable. This payment and refund policy has been specifically designed to minimise the impact of withdrawals and time and costs associated with such.

Aberfeldie Jets Basketball Club recognises that sometimes circumstances change and this may mean some children are unable to complete playing the season of basketball. The following outlines the Aberfeldie Jets payment and refund policy. Please read this carefully so you understand how our payment and refund policy works.

Payments

Since the 2017/18 season, the Club is implementing an upfront payment policy, whereby players wishing to play must pay before they are confirmed in a team. This "no pay – no play" policy is standard practice amongst many other Clubs and Associations. If fees are not paid before the required date unfinancial players will not be allowed to train, or take to the court for games under any circumstance as they are not covered by insurance. Failure to pay by the required date will place a player at risk of not being placed in a team.

By implementing this policy, the Aberfeldie Jets Committee will no longer spend time chasing parents for late payments and our volunteers will be able to spend time working on the Clubs other priorities and also with their families. This policy will also ensure that all players that take the court at training or at games are eligible for insurance coverage should they be injured.

As a not-for-profit club, we rely heavily on player payments to function and cannot subsidise players who have outstanding fees. Players with outstanding fees after registrations close that still wish to be added to a team will be subject to a late payment charge of \$50 per season. There is no avoiding this fee, unfortunately it cannot be waived and is automatically added to the transaction by the system.



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Refunds

The policies for refunds are as follows:

Refunds prior to registrations closing

Registration withdrawals at this stage can impact across many teams and create additional work for Registrars, given they've already commenced planning for the upcoming season. Registrations withdrawn prior to registrations closing will incur an administration fee of \$50.

Refunds after registrations close

Player withdrawals at this stage can significantly impact across many teams and creates additional work for coordinators, team managers and coaches.

Registrations withdrawn after registrations close will incur an administration fee of \$75.

Medical refunds

The KBA allows injured players to claim eligibility for missed games to contribute towards finals qualifications, if the Club submits a medical certificate on the players behalf advising of the dates that the player was injured from and to. Speak to the Club admin officer for more info, if your child is injured.

If a player is unable to complete the season due to a serious season ending injury that can be substantiated by a doctor's certificate, a pro-rata refund will apply. The Club will calculate this by dividing the seasons fees by the number of games the player has played and refunding accordingly. No administrative fee will be charge for a medical refund.

Code of Conduct breaches/Tribunal suspensions

Players who violate/disregard any rules in the Code of Conduct or front the Tribunal will not be eligible for a refund where the breach results in either suspension or expulsion from a team/the Club. This also applies to players whose parents/guardian's behaviour results in either suspension or expulsion of a player from a team/the Club.

Refund requests

A refund request must be emailed to the club's Admin Officer for consideration by the Club and contain the following information:

- Players Name
- Parent/Guardian's Name
- Contact details
- Current age group and team
- Details of why the request is being made (a medical certificate must be included for medical refunds)
- Bank account details

All requestors will be notified in writing once a decision has been made.

Please note: Either a refund will be made as per above conditions or the balance forfeited. Fees cannot be transferred from one season to another or from player to player including siblings. The Aberfeldie Jets Basketball Club will endeavour to process your refund as quickly as possible. However, as our Treasurer and Registrars are volunteers sometimes this process is delayed. Please allow a week minimum to receive a refund if your request is approved.