

IRAMOO



BASKETBALL  
CLUB

## Refund Policy

### Commitment to Season:

- a. By completing registration and submitting payment for club fees, participants commit to participate for the season.
- b. Once registered and fees are paid, participants must fulfill their commitment to the team and the club for the entire season.

### Cancellation and Refunds:

- a. Refunds will only be considered under specific circumstances not for change of mind:
  - i. The participant has a medical condition that prevents them from participating in any further activities, and this condition will preclude any activity for the remainder of the registration period. A valid doctor's certificate must be provided.
  - ii. At the sole discretion of the Executive Committee representing the Iramoo Basketball Club.
  - iii. In the event of a payment gateway or system error, such as a duplicate payment.

### Eligibility for Clearance:

- a. At the end of the season, players are eligible for clearance if they wish to leave the club. This allows them to transfer to another club if desired.
- b. Clearance requests must be submitted according to the league's guidelines and deadlines.

### Refunds and Process:

- a. Once club fees are paid, refunds will not be issued under any circumstances, except as outlined in the refund policy provided earlier (e.g., medical conditions, system errors).
- b. Participants are responsible for ensuring their commitment to the team aligns with their expectations before making payment.
- c. Refunds will be issued minus any transaction fees, unless the Executive Committee deems it appropriate to cover these fees.
- d. Any approved refund will be transferred back to the participant/guardian.

### Transparency and Communication:

- a. We encourage open communication between players, guardians, and club administrators regarding any concerns or questions about registration, fee payments, and refunds.
- b. Any inquiries regarding registration, fee payments, and refunds should be directed to Iramoo Basketball Club via email at [info@iramoobasketball.com.au](mailto:info@iramoobasketball.com.au).

### Acknowledgment of Policy:

- a. By completing registration and submitting payment, participants acknowledge and agree to adhere to the terms outlined in this policy regarding registration, fee payments, and refunds.