



Refund Policy

Westgate Basketball is committed to delivering high-quality programs and competitions to our members. This Refund Policy outlines the terms and conditions under which refunds may be provided.

1. General Policy

Refund requests must be submitted in writing to the Association via email. All approved refunds will incur a **\$10 administration fee** to cover bank charges and processing time.

2. Administration Fee

A non-refundable **\$10 administration fee** will be deducted from all approved refunds. This fee contributes toward transaction costs, merchant fees, and the administrative time required to process the refund.

3. Program Withdrawals

- **Prior to program commencement:** A refund will be provided less the \$10 administration fee.
- **After program commencement:** Refunds will generally not be provided, except in exceptional circumstances (e.g., medical reasons supported by documentation). Any approved refund will be pro-rated where applicable and subject to the \$10 administration fee.

4. Medical Withdrawals

Where a participant is unable to continue due to injury or illness, a refund request must be supported by a medical certificate. Approved refunds will be assessed on a pro-rata basis and will incur the \$10 administration fee.

5. Cancelled Programs

If Westgate Basketball cancels a program or competition, participants will receive a full refund. The \$10 administration fee will not apply in this instance.

6. Discretion

All refund requests are assessed on a case-by-case basis. Westgate Basketball reserves the right to determine the outcome of refund applications in line with this policy.