



Casey Dragons Basketball Club

ABN 33 882 109 219

REFUND AND FINANCIAL POLICY

No pay – No Play

We have a no-pay no-play policy in place. If a player's fees are not paid in full by a set date each season, and there is no payment arrangement in place with our treasurer, the player will be unable to take the court or participate in training until payment is made or a suitable payment arrangement is in place. Please contact treasurer@caseydragons.org.au if you are having difficulty paying your fees

Medical refund

A refund (pro-rata based on the number of regular-season games missed) will be issued if a player is unable to continue to participate for medical reasons.

To qualify for a medical refund, evidence that the player should not participate in basketball, must be submitted with the refund request.

A refund will only be considered if the duration of the inability to play is longer than 5 weeks.

Voluntary withdrawal

This category covers situations where a player/parent or guardian wishes to withdraw for any of the reasons listed below or for other reasons within the control of the individual:

- Disapproval of the grade, playing or team status, or team selected for the player.
- Dislike of the allocated coach.
- Unavailability to train at allocated day/time. The club will attempt to meet requests notified at the time of registration.
- Other or changed sport/social/work commitments.
- Change of mind by players/parents or guardians.
- Change in team member makeup or availability.

Refunds will be calculated as:

- Non Refundable Amount (\$75)
- Pro-rata costs incurred to Club for player. For example, if withdrawing after 10 rounds, refund will be calculated to cover costs already charged to the Club



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Codes of Conduct issues

Players who violate/disregard any rules in the Code of Conduct will not be eligible for any refund where the breach results in either suspension or expulsion from a team. This also applies to where parent/guardian behaviour results in the inability of a player to participate in a team or program.

Placement failure refund

A full refund, minus administration and/or merchant fees incurred, will be available if the Club is unable to place the player in a team. Please note that the Club does not guarantee a preferred team, nor any particular team.

Cancellation of competition

If the Club cancels a team before it commences a full refund of the amount received by Casey Dragons Basketball Club (minus administration and/or merchant fees incurred) will be issued.

The Refund may be pro-rata if the cancellation occurs after the commencement of the competition.

Other or Extenuating Circumstances

The Club will consider Requests for Refunds under other extenuating circumstances. Please detail the circumstances via email to contact@caseydragons.org.au .