



REFUND POLICY

Approval Date	21st March 2024
Version	1
Review Date	21 March 2026

Registration and Refund Terms: Once a player or team has been officially registered with the Waverley Basketball Association (WBA), individual player refunds will not be issued. This policy is in compliance with the Terms and Conditions of Registration set forth by the Glen Iris Junior Basketball Club.

1. **Refund Requests:** Any special requests for refunds must be submitted to the Glen Iris Basketball Club Committee for consideration. These requests should include detailed reasons for the refund and any supporting documentation if applicable.
2. **Consideration Factors:** The Club Committee will consider refund requests on a case-by-case basis, taking into account various factors such as:
 - Medical reasons preventing the player from participating in the season.
 - Relocation of the player to a different area outside the club's jurisdiction.
 - Other exceptional circumstances warranting a refund, as deemed appropriate by the Committee.
3. **Submission Process:** Refund requests should be submitted in writing to the Glen Iris Basketball Club Committee. It is advisable to include relevant details such as player name, team, reason for refund, and any supporting documentation.
4. **Approval and Disbursement:** Upon receipt of a refund request, the Committee will review the case and make a decision regarding approval. If approved, refunds will be disbursed in a timely manner, following the Club's standard procedures for financial transactions.
5. **Communication:** The Club will maintain open communication with the requesting party throughout the refund process, providing updates on the status of the request and any additional information required.
6. **Appeals Process:** In the event that a refund request is denied by the Committee, the requesting party may have the option to appeal the decision. Details regarding the appeals process will be provided along with the notification of denial.
7. **Policy Review:** The Glen Iris Junior Basketball Club reserves the right to review and amend the refund policy as necessary, with any changes communicated to members in a timely manner.

This extended policy outlines the procedures and considerations involved in requesting a refund from the Glen Iris Junior Basketball Club, ensuring transparency and fairness in handling refund requests.