



## Perth Basketball Association Refund Policy

At Perth Basketball Association, we are committed to providing a positive experience for all our players and their families. To ensure fairness and clarity, we have established the following refund policy.

### 1. Registration Fees

- **Full refund:** Players who cancel their registration before the first session of the season will receive a full refund minus a 10% admin fee.
- **Partial refund:** Players who request a refund after the season has begun will receive a partial refund, which will be prorated based on the number of sessions attended. A deduction for administrative fees will apply.
- A copy of the payment receipt will be required

### 2. Medical Refunds

- If a player is unable to participate in the program due to injury or illness, a refund or credit may be issued, subject to the submission of a medical certificate. The amount refunded will be prorated based on the date the medical condition was confirmed, and it may include any non-refundable deposit.
- With the submission of a medical certificate, this needs to be submitted within 30 days of receiving the certificate.

### 3. Cancellations by the Club

- In the event that a program is cancelled by PBA due to unforeseen circumstances (e.g., insufficient enrolment, facility issues, or other reasons), participants will be given a full refund, including any non-refundable deposits.

### 4. Refund Request Process

- All refund requests must be submitted via our online portal within of the desired refund. Please provide the reason for your refund request, and our team will review it and respond promptly.

### 5. Special Circumstances

- We understand that unexpected situations may arise, and we will consider requests on a case-by-case basis. In the event of extraordinary circumstances, PBA will review each situation fairly and provide a solution wherever possible.