



REFUND POLICY

COLLINGWOOD BASKETBALL ASSOCIATION

VERSION CONTROL

Version 1.0	December 2012		
Version 2.0	September 2026	CBA President	

1. INTRODUCTION

Collingwood Basketball Association (CBA) is committed to administering payments, credits and refunds in a fair, consistent and transparent manner. This policy recognises that CBA commits significant costs before competitions and programs commence.

2. POLICY STATEMENT

- 2.1. Refunds are not an automatic entitlement.
- 2.2. Requests for a credit or refund will only be considered where Exceptional Circumstances apply or where required by Australian Consumer Law.
- 2.3. Where a request is approved, CBA will offer a credit in the first instance.
- 2.4. A refund will only be considered where the participant declines the credit offered by CBA.
- 2.5. Each request will be assessed on its individual merits.

3. SCOPE

This policy applies to all payments made to CBA for competitions, representative programs, participation programs, holiday programs, camps, clinics, memberships, facility hire and merchandise unless otherwise specified.

4. RELATED DOCUMENTS

- Feedback Management Policy
- Australian Consumer Law

5. DEFINITIONS

- **Exceptional Circumstances** means unforeseen events outside the reasonable control of the participant that prevent ongoing participation. Examples may include:
 - Serious illness or injury that prevents participation for an extended period.
 - Family relocation that makes continued participation impractical.
 - Bereavement or significant family circumstances that prevent ongoing participation.
 - Other significant unforeseen circumstances that CBA considers reasonably prevent the participant from continuing.

Exceptional Circumstances do not generally include a change of mind, conflicting commitments, dissatisfaction with team placement, coaching or playing time, or other circumstances that were reasonably foreseeable at the time of registration.

- **Credit** means an amount applied to a future CBA activity.
- **Refund** means repayment of all or part of a fee paid to CBA.

6. PAYMENT AND REFUND PRINCIPLES

- 6.1. Fees are payable in accordance with CBA's published payment requirements.

- 6.2. Refunds for competitions and programs will generally not be approved.
- 6.3. Requests for a credit or refund will only be considered where Exceptional Circumstances exist.
- 6.4. Where a request is approved, CBA will offer a credit in the first instance.
- 6.5. Where the participant declines the credit offered by CBA, they may request a refund. A refund is not automatically approved because a credit has been declined.
- 6.6. 6.6. Where a credit or refund is approved after a competition or program has commenced, CBA may calculate the amount on a pro rata basis, having regard to the proportion of the competition or program that has elapsed or been available to the participant at the time participation ceased.
- 6.7. Any non-refundable costs already incurred or committed by CBA may be deducted from the value of a credit or refund. These include, but are not limited to, Basketball Victoria fees, Basketball Australia fees, PlayHQ fees, payment processing charges and administration costs.
- 6.8. Where CBA cancels a program or service and a suitable alternative cannot be provided, CBA will offer a credit in the first instance. Where the participant declines the credit, CBA will provide a refund.

7. REFUND REQUEST PROCESS

- 7.1. All requests must be submitted in writing to the relevant CBA staff member responsible for the competition, program or service.
- 7.2. The relevant staff member will assess the request in accordance with this Policy and make a recommendation to the General Manager.
- 7.3. All requests require final approval by the General Manager.
- 7.4. Where a request is approved, CBA will offer a credit in the first instance.
- 7.5. Where the participant accepts the credit, the credit will be applied in accordance with this Policy.
- 7.6. Where the participant declines the credit and requests a refund, the request will be referred to the General Manager for consideration.
- 7.7. A refund is not automatically approved because a credit has been declined. The General Manager will determine whether a refund is approved and, where applicable, the amount of the refund in accordance with this Policy.
- 7.8. The General Manager's decision is final.

8. DECISION MAKING AUTHORITY

- 8.1. CBA staff are authorised to administer this policy and offer credits in accordance with its provisions.
- 8.2. Staff must refer a request to the General Manager where:
 - the participant disputes the application of this policy
 - exceptional circumstances are claimed
 - the requested outcome falls outside this policy
 - the staff member is uncertain how the policy should be applied.
- 8.3. The General Manager's decision is final.

9. REVIEW PROCESS

- 9.1. This policy will be reviewed by the CBA Committee on an annual basis.
- 9.2. If you would like to provide CBA with any feedback or suggestions to improve this policy, please contact CBA using the Feedback Form on the CBA website or direct it to CBA's General Manager via email manager@collingwoodbasketball.com.au.

In addition to the regular review of this policy, recommendations for changes to the policy may be submitted to the Committee for consideration at any time. In the event that changes are accepted, the policy will be updated, and circulated to all stakeholders via the CBA website, email and other appropriate communication channels.

10. REVIEW

Policy Owner: CBA Committee of Management, Collingwood Basketball Association

Approved by: CBA Executive Committee

Effective Date: September 2026

Review Due: August 2027

Version: 2.0