



Donvale Dunkers Registration Refund Policy

Donvale Dunkers Basketball Club registers teams that compete in the Melbourne East Basketball Association (MEBA) Junior Domestic Competition.

The MEBA JDC cater for age groups U8 – U23 and runs competitions for girls, boys and mixed teams.

There are two seasons - Summer (Term 4 & Term 1) & Winter (Term 2 & Term 3).

Towards the end of each season (around February and August), Donvale Dunkers will collect registrations (including registration fees) from players wanting to participate in the upcoming season.

Players will be selected into a team once the registration and payment of that player have been confirmed by Donvale Dunkers.

Please note - Players that submit their request after registration cut-off dates will only be placed into a team if a suitable vacancy is available.

The Donvale Dunkers Committee request you carefully consider any withdrawal requests as they have the potential to affect not only the player and team involved but can flow on to other teams in that age group and occasionally other age groups.

The Refund Policy has been specifically designed to deter the impact of withdrawals.

Policy

The policy for withdrawals at different stages of the season are:

- Withdrawal prior to the cut-off date for registration -**
- Registrations withdrawn prior to the cut off date have minimal impact to team selection and a full-refund will be provided.
- Withdrawal after registration cut-off date and prior to teams being registered -**
- Registration withdrawals at this stage can impact across many teams and creates additional work for co-ordinators. Payment processing costs are also incurred by the Club. An administration fee of 10% per child withdrawn will be deducted from the registration fees to be refunded.
- Withdrawal after teams are registered and prior to season start -**
- Player withdrawals at this stage can significantly impact across many teams and creates additional work for co-ordinators, team managers and coaches. Payment processing costs are also incurred by the Club. An administration fee of 25% per child is deductible from the amount of the refund.
- Withdrawal after season start -**
- Once the season commences, player withdrawals are very disruptive to coaches and place the team at risk of Walkover fines. Emergency players are often required causing additional work and stress for team managers, coaches and co-ordinators. Payment processing costs



are also incurred by the Club. An administration fee of 50% per child is deductible from the amount of the refund.

- Medical Withdrawal -**
- If the withdrawal is due to extenuating circumstances that is medically related and can be substantiated by a doctor's certificate, a pro-rata refund may apply and each case will be assessed on its merit.

Requesting a Refund

Any refund requests must be emailed to the Donvale Dunkers Committee (coordinator@donvaledunkers.org) with the following information:

- Player Name
- Contact Number
- Explanation of why you are requesting a refund
- Bank details for the refund.

Please note:

The Donvale Dunkers Committee will endeavour to process your refund as quickly as possible, however, as our Club is managed by volunteers sometimes this process is delayed. Please allow time for the refund to be completed.

Policy approved 6 Aug 2017