**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* Registrations withdrawn prior to the cut off date have minimal impact to team selection and a full-refund will be provided.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** -
* Registration withdrawals at this stage can impact across many teams, places the team at risk of Walkover fines and creates additional work for co-ordinators. Emergency players are often required causing additional work and stress for our volunteers. Payment processing costs are also incurred by the Club. No refunds will be offered after the season’s cut off date.
* **Withdrawal due to Dunker’s not being able to field a team**
* In cases where, due to the lack of numbers, Dunkers organisers are unable to find a team for a player, those players will be offered a full 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 Accepted

2/2/2024