



REFUND POLICY – PROGRAMS & CAMPS

- This policy applies to all programs and camps operated by Morningson Basketball.
- Should a player register and pay for a program or camp online and find that their preferred session time is no longer available or sold out they will be eligible for a full refund.
- On occasions a program may not be suitable for a participant i.e beyond a players capabilities. In this instance the General Manager at their own discretion may grant a partial refund for the remainder of the sessions or transfer the player to another suitable program.
- If a player has a medical condition that is supported by a signed medical certificate they will be eligible for a refund for missed sessions or credit for the following term of the program. The signed medical certificate must be submitted to the General Manager along with a covering note with the player's full details and missed session details.
- Participants that decide that they no longer wish to participate in a program will not be granted a refund.
- Refunds or credits for participants that are no shows or are on holidays will not be granted.
- Administration fees incurred by using our online payment system PlayHQ will not be refunded.
- Camps which are cancelled due to COVID or Victorian Government restrictions will be refunded minus the processing fee.
- Programs, Jump Ball, Ground Breakers, Breakers Development Squad, which are cancelled due to COVID or Victorian Government restrictions will be credited to another date and time.

REFUND POLICY – DOMESTIC COMPETITION

- Morningson District Basketball Association will not refund team registration fees for a team that wishes to withdraw after the competition and/or fixturing has commenced. Please refer to the MDBA By Laws for current fees imposed for withdrawing a team from the competition.
- Player registration fees will not be refunded once they have registered and after the competition has commenced. (the competition commences from week 1 of grading)
- A players registration fees may be refunded prior to the competition commencing minus a \$10.00 administration fee.
- A players registration fees will not be refunded if they have played 1 or more games in a season, sustain an injury and can no longer participate in the competition.
- Players that are disqualified from a competition for whatever reason are not eligible for a refund.
- Morningson District Basketball Association will not credit a team or players registration to the following season.
- Administration fees incurred by using our online payment system PlayHQ will not be refunded.
- If a season is cancelled prior to grading commencing the player registration fee will be refundable upon request minus the processing fee.
- If a season is cancelled after the grading phase has commenced player registration fees will not be refunded.

REFUND POLICY – BREAKERS REPRESENTATIVE PLAYER

- Morningson District Basketball Association will not credit or refund a player that chooses to withdraw from a Breakers representative team or Breakers Big V team during the season which includes grading.
- Refunds are not given for the following reasons which include **but is not limited to:**
 1. Disapproval/dislike/not satisfied with the grade
 2. Disapproval/dislike/not satisfied with the team
 3. Disapproval/dislike/not satisfied with team mates
 4. Disapproval/dislike/not satisfied with the allocated coach
 5. Disapproval/dislike/not satisfied with the allocated team manager
 6. Disapproval/dislike/not satisfied with the parents within the team
 7. Disapproval/dislike/not satisfied with the Association/Club or Officials
 8. Unavailable to train at allocated day/time
 9. Other sport/social/work commitments
 10. Change of mind by players and/or parents
- A player that moves to a residence more than 25km from the Morningson District Basketball Association is eligible for a pro-rata refund minus a \$50.00 administration fee with evidence of the relocation in form of a utility bill.
- Morningson District Basketball Association may upon application in writing to the General Manager grant a refund if a player has a serious injury which will prohibit them from training and participating in the VJBL competition for the remainder of the Season. If a refund is granted it will be calculated pro-rata on the number of weeks that the player has participated minus a \$50.00 administration fee.
- A player withdrawing at any stage, fees in full or part will not be credited to the following season.
- Administration fees incurred by using our online payment system PlayHQ will not be refunded.
- If the VJBL season is cancelled player registration fees will not be refunded however if the season is cancelled prior to the end of grading phase 2 MDBA at its own discretion may grant a pro-rata refund of the player registration fees.

REFUND POLICY – UNIFORMS

- Morningson District Basketball Association will not refund any uniform items purchased due to ordering of the incorrect size.
- Morningson District Basketball Association will not refund any personalised items ordered unless the items are deemed faulty by the manufacturer.
- Morningson District Basketball Association will not refund any items that have been worn or have tags removed regardless of the reason for the return unless deemed faulty by the manufacturer.