

## GIPPSLAND UNITED REFUND POLICY

### PURPOSE:

The purpose of this policy is to ensure that Gippsland United provide an efficient and consistent process when approving or declining requests for registration refund.

### REQUESTING A REFUND:

All refund requests must be in writing and addressed to the GU Operations Coordinator.

Requests can be emailed to [operations@gippslandunited.com.au](mailto:operations@gippslandunited.com.au).

### APPROVAL PROCESS:

An initial investigation will be held by the GU Operations Coordinator as to the context of the refund request prior to proceeding to one of the General Manager, TABA President, or TABA Secretary for further action.

### REFUNDS:

A full refund is not guaranteed, and all refunds will incur an administrative fee of \$80.00. All requests for refunds will be at the discretion of the Junior VJBL Committee. Requests for refunds will be subject to the following criteria and consideration.

- Medical Condition – An athlete who within the first 3 months of registration, has a medical condition which prevents them from any further activity within the program and for the remainder of the season. A doctor's certificate is required for any medical condition refund requests.
- A system error or payment gateway error ie; duplicate payment.
- At Basketball Victoria's sole discretion.
- A registered athlete who has been disqualified and or terminated are exempted from any form of refund.
- An athlete whose family moves interstate and or out of the Gippsland Region during the season may be considered for a partial refund.
- Refund Requests will not be considered post Grading Phase 1
- Any athlete who chooses to leave the program during the season will be excluded from any refunds.



### PROVIDING THE REFUND:

Refunds will be provided by the GU via Direct Bank Deposit to the bank details provided by the person making the request.

### REFUND AMOUNT:

Once the season has commenced the following formula will apply:-

*\*The average cost per game is based on the registration paid divided by the maximum number of games a player can play including grading and crossover games.*

*Example:*

- $\$550.00 \text{ paid} / 36 \text{ Games} = \$15.50 \text{ per round.}$
- $\$15.50 \times 5 \text{ Games played} = \$75.50$
- $\$550.00 - \$75.50 \text{ Less admin and BV transaction fees} = \text{Refund amount.}$

### TIMEFRAMES:

Once a refund request has been approved and the required bank details have been provided the amount will be transferred via Direct Bank Deposit within 10 Business Days.

