



Aussie Hoops Participant Refund Form

Upon completion of sections A and B of this form, including suitable reason for refund, the local centre will refund the participation fee, excluding the participant pack fee (\$38.00) and the transaction fee (3.9%) to the registrant in accordance with the Aussie Hoops Refund Policy.

Section A – Participant Registration Details

(To be completed by the registrant)

Participant Family Name: _____ Participant Legal First Name: _____

Invoice number: _____

Program Registered to: _____

Purchase amount: _____ Purchase Date: _____

Registrant Signature: _____

Reason for Refund: _____

Please return this form to your Local Centre Coordinator.

Section B – Local Centre Declaration

(To be completed by the Local Centre Coordinator)

Local Centre Name: _____

Payment transaction for this participant has been set to “cancelled” and participant has been “withdrawn” from the program as per the Aussie Hoops User Guide for Coordinators.

YES - Please tick to confirm

The participation fee, excluding the participant pack fee (\$38.00) and the transaction fee (3.9%) has been refunded back to the registrant in accordance with the Aussie Hoops Refund Policy.

YES - Please tick to confirm

Coordinator Full Name: _____

Coordinator Signature: _____

Please return this form to both Basketball Australia and your State or Territory Aussie Hoops Coordinator by email.

Section C – Office Use Only

(To be completed by the State or Territory Member and Basketball Australia)

State or Territory Member has refunded full payment split allocation back to the local centre.

Date: _____ Signed: _____ Sum of Refund: _____

Basketball Australia has refunded full payment split allocation back to the local centre.

Date: _____ Signed: _____ Sum of Refund: _____

Funds will be transferred back to the local centres account details as provided on the sub merchant account application form.



Aussie Hoops Refund, Cancellation and Termination Policy

- a) If you wish to cancel your registration in a program, you must notify the Local Aussie Hoops Centre in writing. You will be refunded the participation fee, excluding the participant pack fee (\$38.00) and the transaction fee (3.9%) only if your notification in writing is received 10 days or more before the Program commences. If you cancel within 10 days of the Program commencing, you will not be eligible to receive a refund. Following cancellation, you have no entitlement to program participation.
- b) If a Local Aussie Hoops Centre cancels a program at no fault of the participant (change of time/date/day of week), you will be refunded the participation fee, excluding the participant pack fee (\$38.00) and the transaction fee (3.9%).
- c) If a medical condition prevents participation in 5 or more Aussie Hoops sessions, you will be refunded the participation fee, excluding the participant pack fee (\$38.00) and the transaction fee (3.9%).
- d) Basketball Australia, the State or Territory Member, and the Local Centre will replace participant pack items that are faulty or damaged; and have been caused at no fault of the participant. Participants are required to send faulty/damaged items to the address below and/or submit photo evidence to tegan.cunningham@australia.basketball

Basketball Australia

Aussie Hoops Program
Attn: Tegan Cunningham
291 George Street,
Wantirna South VIC 3152

- e) Basketball Australia, the State or Territory Member, and the Local Centre will not be responsible for any misspelling, incorrect singlet size, or incorrect postal address details submitted by the participant.
- f) In exceptional circumstances Basketball Australia may choose, in its sole discretion, to conduct conciliation with you to resolve a refund or cancellation of a registration request.
- g) Basketball Australia, the State or Territory Member, and the Local Centre are not liable to you for any loss or damage you suffer as a result of the Program being cancelled, postponed or changed.
- h) Basketball Australia, the State or Territory Member, and the Local Centre will not replace your participant pack if lost, stolen or damaged.
- i) Basketball Australia, the State or Territory Member or the Local Centre may terminate your child's involvement in the Program on reasonable grounds at any time, including if, in the reasonable opinion of Basketball Australia, the State or Territory Member or the Local Centre, your child's behaviour interferes with other participant's safety or enjoyment of the Program or is likely to do so. Where your child's involvement in the Program is terminated under this clause, you will not be entitled to a refund.

Local Centres please note:

Refunds of the Basketball Australia payment split for each term will be processed collectively by the Basketball Australia accounts department within 5-10 business days of the submission cut off-dates below.

Cut-off dates

Term 1 Refunds: 1 March
Term 2 Refunds: 1 June
Term 3 Refunds: 1 October
Term 4 Refunds: 20 December

Submitting refund forms to tegan.cunningham@australia.basketball after the relevant date may delay the processing of your refund until the next processing period.