



## 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 registrant in accordance with the Aussie Hoops Refund Policy the participation fee, excluding any amount paid for merchandise and the transaction fees that are provided by our online partners.

If you purchased any merchandise that will not be refunded and you will still receive the merchandise purchased, which is despatched directly from our merchandise partner in Vietnam.

### 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.

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### Section B – Local Aussie Hoops 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Payment transaction for this participant has been set to “cancelled” and participant has been “withdrawn” from the program as per the Aussie Hoops User Guide for Coordinators.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, the participation fee, excluding any amount paid for merchandise and the transaction fees that are provided by our online partners 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.

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### 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 any merchandise purchased and the online transaction fee charged by our provider (PlayHQ or GameDay) 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) In an unlikely event where the Aussie Hoops program gets cancelled, for example, COVID-19 pandemic, participants will be refunded the participation fee, any merchandise purchased, and the online transaction fee charged by our provider (PlayHQ or GameDay). You will still receive any merchandise purchased. If a participant uses a voucher to register, they will unfortunately not be issued a refund.
- c) 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, any merchandise purchased, and the online transaction fee charged by our provider (PlayHQ or GameDay).
- d) If a medical condition prevents participation in 5 or more Aussie Hoops sessions, you will be refunded the participation fee, any merchandise purchased, and the online transaction fee charged by our provider (PlayHQ or GameDay).
- e) 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](mailto:tegan.cunningham@australia.basketball)  
  
**Basketball Australia**  
Aussie Hoops Program  
Attn: Tegan Cunningham  
291 George Street,  
Wantirna South VIC 3152
- f) 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.
- g) 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.
- h) 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.
- i) Basketball Australia, the State or Territory Member, and the Local Centre will not replace your participant pack if lost, stolen or damaged.
- j) 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.

### Aussie Hoops Centres please note:

Please submit refund forms to [tegan.cunningham@australia.basketball](mailto:tegan.cunningham@australia.basketball) for processing. Refunds will be processed within the month.