



TABA REFUND POLICY

OVERVIEW:

In alignment with 1.7.1 of the TABA Playing Rules – “*Refunds of registration fees are at the discretion of the TABA Inc., Board of Management.*”

PURPOSE:

The purpose of this policy is to ensure TABA provide an efficient and consistent process when approving or declining requests for registration refunds.

TYPES OF REGISTRATION REFUND REQUESTS:

- a). TABA Player Registration Fee
- b). BV Licence Fee (not provided by TABA).

REQUESTING A REFUND:

All refund requests must be in writing and addressed to the TABA Treasurer.

Requests can be emailed to domestic@traralgonbasketball.net.au or treasurer@traralgonbasketball.net.au

APPROVAL PROCESS:

Preliminary investigations into each request will take place in our membership database to determine that the fee/s paid match the refund type requested. This will be completed by the Domestic Desk Staff and again by the Treasurer.

Incorrect payment of a product or duplication of the same product paid at the beginning of a new season (in most cases) will be approved by the Treasurer and the Match Committee.

Should a team entry be declined or withdrawn from the upcoming season, player registration fees in most cases will be approved by the Treasurer and the Match Committee.

Player registration refunds will only be considered up until Round 8 of the current season.

All other refunds will be individually assessed and provided by the Treasurer with TABA Board approval and consultation where necessary.

All refunds provided by the Treasurer will be included in the Treasurers Report at the next scheduled TABA Board Meeting.

Any refund request deemed uncertain by the Treasurer will be raised at the next available TABA Board Meeting for a decision.



PROVIDING THE REFUND:

All TABA registration refunds will be provided by the Treasurer via Direct Bank Deposit. The person requesting the refund must provide their bank details for this to occur. The Treasurer or Domestic Desk Staff must update the transaction history for the specific product in the TABA membership data base.

BV Licence Fee refunds are provided by Basketball Victoria. This fee is not received, only collected, by TABA and therefore the refund must be approved and provided by BV. Enquiries can be made by contacting Play HQ Support.

REFUND AMOUNT:

A full registration refund is not guaranteed.

An administration fee of \$15.00 will apply.

When a season has already commenced, the following formula will apply:

The average cost per game multiplied by the number of rounds completed (not played and excluding finals) plus the prescribed administration fee.

**The average cost per game is based on the player registration paid divided by the number of round in the season for that particular competition.*

Example:

- $\$80.00 \text{ paid} / 16 \text{ rounds} = \5.00 per game.
- $\$5.00 \times 5 \text{ rounds completed} = \$25.00 + \$5.00 \text{ admin fee} = \$30.00 \cdot \$80.00 - \$30.00 = \$50.00 \text{ refund.}$

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.

Should a request need to be discussed by the TABA Board, this will be done at the next available TABA Board Meeting. No further action will be completed until the meeting has taken place and the TABA Board have made a decision.

APPEALS:

Once the TABA Board have made their decision there will be no further discussion on the matter.

TABA Board Approval Date:

Review Date:

