



St Helena Saints Refund Policy

The St Helena Saints Basketball Club competes within the Diamond Valley Basketball Association's Northern Junior Basketball League (NJBL).

The NJBL consists of 2 seasons: Autumn and Spring. The Autumn season typically runs from late January to June and the Spring season runs from July to December.

The St Helena Basketball Club is required to provide to the Association, as accurately as possible, the number of teams that will be competing for the upcoming season.

This information is required prior to the start of these seasons, along with advance payment of fees for all teams.

Club Officials invest a significant amount of time and effort into pre-season administration and team/player selections. Player withdrawal, at any stage, is disruptive and time consuming to the team and player selection processes. The withdrawal can have a flow-on effect across the whole age group and indeed, in some instances, across other age groups.

The St Helena Saints Basketball Club Refund Policy has been designed to mitigate the impact that withdrawals have on the Club.

Once a player has been registered and allocated to a team to compete within a season, except in limited circumstances detailed in this document, the refunding of that registration, will not be approved.

For the avoidance of doubt, refunds are not given for:

- Dislike of the team into which the player has been selected,
- Dislike of the allocated coach,
- Unavailability to train at the allocated time/day,
- Preferences not being met (eg. not being able to play up/down an age group)
- Dislike of the grade in which the team is playing in,
- Other sport/social commitments,
- Change of mind by players/parents,

NOTE: Clearances/Transfers between competing clubs will NOT be issued if any payments are outstanding once registered, including withdrawal.



Cooling Off Period A Cooling Off period is applicable (less administration costs) if an application is made to the treasurer, via email (treasurer@sthelenasaints.com.au), within 7 days of registering and no later than 14 days before the scheduled 1st game of the season.

Medical Refund, a partial refund of fees may be allowed if the withdrawal is due to medically related circumstances PRIOR to the commencement of the season proper (ie. before the end of grading). The request for a refund must be made via email to the Treasurer (treasurer@sthelenasaints.com.au) and will need to be substantiated by a Doctor's Certificate. The Certificate must indicate the period the player will be unavailable. If approved, the refund will be calculated based on the number of games a player is unavailable once administration costs have been catered for. NOTE: A player will NOT be eligible for a refund for medical related circumstances if they are out for less than 6 consecutive games.

Any approved refunds will ALWAYS be less the Basketball Victoria Annual Insurance Costs and PlayHQ administration fees.

Considerations for a refund are to be emailed to treasurer@sthelenasaints.com.au