



Wanneroo Basketball Association Inc.

**ABN 86 371 367 364 AIN
A08200142**

Refund and Cancellation Policy

Updated: July 2025

Refund & Cancellation Policy

This document outlines the refund and cancellation policies for the various programs and competitions run at the Wanneroo Basketball Association Inc. (WBA).

1. Program and Event Refund & Cancellation Policy

- 1.1. To cancel a registration for a WBA Program or Event, written notification must be submitted via email to welcome@wolves.asn.au.
- 1.2. Cancellations received 7 days or more prior to the commencement date of our Program/Event will be refunded the full participation fee, excluding the transaction fee.
- 1.3. Cancellations received between 48 hours and 7 days prior to the commencement date will be refunded 50% of the participation fee, excluding the transaction fee, unless a valid Medical Certificate is provided.
- 1.4. Cancellations received less than 48 hours prior to the commencement date will not be eligible for a refund unless a valid Medical Certificate is provided.
- 1.5. Partial refunds are not permitted if participants register for a Program/Event that takes place over multiple days but are unable to attend all scheduled days.
- 1.6. If a participant is required to permanently withdraw from the program due to medical reasons, a pro-rata refund may be issued based on the number of remaining sessions, provided a valid medical certificate is submitted to the WBA.
- 1.7. All refunds are at the discretion of Wanneroo Basketball Association Inc. (WBA) Management

2. Senior Domestic Competition/Player Refund & Cancellation Policy

- 2.1. In accordance with Competition By-Laws Section 8.1.5, if a Senior Domestic team withdraws prior to the publication of fixtures, \$100 of the team fee will be withheld and the remaining balance, minus any service fees, will be refunded. No refunds will be issued for withdrawals made after the publication of fixtures.
- 2.2. Any Senior Domestic Team that withdraws from a competition during the season will forfeit all fees already paid.
- 2.3. Where teams and players are withdrawn by the WBA due to breaches of the code of conduct or conditions of entry, the team will not be eligible for a refund.
- 2.4. If a Senior Domestic game is not played due to a forfeit, any game ticket purchased must be refunded by the door person prior to departure from the Arena, or via TeamPay, depending on the original method of purchase.
- 2.5. All refunds are at the discretion of Wanneroo Basketball Association Inc. (WBA) Management.

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3. Junior Domestic Competition/Player Refund & Cancellation Policy

- 3.1. If a club intends to withdraw a team prior to the publication of fixtures, no fine will be issued by the WBA.
- 3.2. As outlined in Appendix 1 of the Competition By-Laws, if a Club withdraws a team after fixtures have been published, a \$100 fine will be issued to the Club.
- 3.3. A player is considered liable for full fees once they are deemed to have played in two separate game days, as defined in Section 40.12.1 of the WBA Competition By-Laws.
- 3.4. No refunds will be given after this point unless there has been an injury accompanied by a medical certificate prior to the halfway round of the season is submitted to the WBA. In such cases, a pro-rata refund may be granted based on the number of remaining games at the time of withdrawal.
- 3.5. At the conclusion of the halfway round of the regular season, no refunds will be issued regardless of the reason.
- 3.6. All refunds are at the discretion of Wanneroo Basketball Association Inc. (WBA) Management

4. School Holiday Program Refund & Cancellation Policy

- 4.1. To cancel a registration for a Holiday Program, written notification must be submitted via email to welcome@wolves.asn.au.
- 4.2. Cancellations received 7 days or more prior to the commencement date of our Program/Event will be refunded the full participation fee, excluding the transaction fee.
- 4.3. Cancellations received between 48 hours and 7 days prior to the commencement date will be refunded 50% of the participation fee, excluding the transaction fee, unless a valid Medical Certificate is provided.
- 4.4. Cancellations received less than 48 hours prior to the commencement date will not be eligible for a refund unless a valid Medical Certificate is provided.
- 4.5. Partial refunds are not permitted if participants register for a Program/Event that takes place over multiple days but are unable to attend all scheduled days, unless a valid Medical Certificate is provided.
- 4.6. Refunds or partial refunds will not be permitted if a child withdraws during a Program. This applies to all program types, including multi-day camps, full-day sessions and shorter-format clinics.
- 4.7. All refunds are at the discretion of Wanneroo Basketball Association Inc. (WBA) Management

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5. School Holiday Competition Team Refund & Cancellation Policy

- 5.1. To cancel a team registration for a Holiday Tournament, written notification must be submitted to the WBA via email at welcome@wolves.asn.au.
- 5.2. Cancellations received 7 days or more prior to the registration close date will be refunded the full participation fee, excluding the transaction fee.
- 5.3. Cancellations received between 48 hours and 7 days prior to the registration close date will be refunded 50% of the participation fee, excluding the transaction fee.
- 5.4. Cancellations received less than 48 hours prior to the commencement date will not be eligible for a refund.
- 5.5. Teams that withdraw at any stage after the commencement of the tournament will not be eligible for a refund.
- 5.6. Teams that are withdrawn by the WBA or disqualified from the tournament after its commencement will not be eligible for a refund.
- 5.7. All refunds are at the discretion of Wanneroo Basketball Association Inc. (WBA) Management