



Diamond Creek Basketball Club

Refund Policy

The Diamond Creek Basketball Club (DCBC) competes within the Diamond Valley Basketball Association's Junior Domestic Seasons. The Autumn season typically runs from late January to June and the Spring season runs from July to December. The Diamond Creek 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 (May and November typically) along with advance payment of fees for all teams.

Once a player has been registered to compete within a season, the refunding of that registration, which is inclusive of game fees, is NOT permitted.

Cooling Off Period

A Cooling Off period is applicable (less administration costs) if an application is made to the registrar, via email, within 7 calendar days of registering.

NOTE: The cut off for the Cooling Off period is 4 days prior to Team Selection. Team Selection is typically the Sunday 2 weeks prior to the commencement of the Season for Spring and 3 weeks prior for Autumn.

Relocation Refund

At the discretion of the Club / Committee, a Relocation Refund may be applicable for families relocating to a residence outside of a 30 km zone from Diamond Creek (GPO). The refund application must be made via email to the registrar. The refund will only be applicable, if made PRIOR to the commencement of the season proper – during grading. If approved by the Club/Committee the refund will be calculated on the basis of remaining games and once administration cost have been catered for.



Medical Refund

At the discretion of the Club/Committee, 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 – during grading. The request for refund must be made via email to the registrar and will need to be substantiated by a Doctor's Certificate. The Certificate must indicate the period of time the player will be unavailable. If approved by the Club/Committee the refund will be calculated on the basis of games unavailable once administration cost 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.

Club/Committee 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 Diamond Creek Basketball Club Refund Policy has been designed to mitigate the impact withdrawals have on the Club.

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 e.g. not playing with friends,
- Dislike of the grade in which the team is playing in,
- Dislike of the low team number designated,
- Other sport/social commitments,
- Change of mind by players/parents,
- Parent/coach given lower ranked team than expected.

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