

PAYMENT & REFUND POLICY

Purpose:

The purpose of this policy is to outline the procedure the Association undertakes in situations where a refund is sought following a payment to Melbourne Central Basketball Association.

Scope:

This policy applies to all participants in Melbourne Central Basketball Association's community domestic basketball competitions and senior basketball programs.

General Considerations:

- In all situations where members are approved for a refund, an administrative fee of \$15.00 will be incurred to cover the cost of fees such as PlayHQ fees, credit card fees and administrative costs.
- All decisions regarding refunds are at the discretion of the Melbourne Central Basketball Association General Manager, Operations Manager and/or Board of Directors.
- Any request for a refund must be submitted to the relevant manager in writing, the manager will advise the outcome of the refund request in writing within 14 days and if a refund is approved a refund request form will be provided.
- No refunds will be processed without the refund request form being completed.
- No refund will be processed for payment gateway fees incurred.

Basketball Victoria and Basketball Australia Fees:

- Participants in competitions and programs are required to be covered by Basketball Victoria insurance. Melbourne Central Basketball Association do not administer these charges, they are managed by Basketball Victoria and automatically applied when required via PlayHQ. The current fees can be found [here](#).
- Participants in competitions are required to pay Basketball Australia a Game Development Levy annually. Melbourne Central Basketball Association do not administer these charges, they are managed by Basketball Victoria and automatically applied when required via PlayHQ. The current fees can be found [here](#).

Payments and Refund Eligibility:**Junior and Senior Domestic Basketball:**

- Payment of team sheet fees is required by all teams prior to the start of the game via invoice, Teampay or paying at the competition for all competitions except Playball Bayside. Any team sheet fees paid at the competition will incur an additional \$5 fee.
- Playball Bayside fees must be paid via Teampay prior to the commencement of the match with the exception of any teams who have paid in advance via invoice or are part of an affiliated club.
- If a request is received for a team's registration to be withdrawn before fixturing has occurred, the registration fee will be refunded in full minus the administration fee.
- Once the Association has begun to fixture, no refunds will be processed for registration fees.
- If a team have paid their team sheet fee in advance and the opposition forfeit, the team will be credited with the team sheet fee without any administrative fees. At the end of the season at the conclusion of finals, Melbourne Central Basketball Association will refund teams outstanding credits for any amount due. If requested by the team directly, any credits owing at the end of a season can be credited towards the next season.
- If a team have paid their team sheet fee via Teampay and the opposition forfeit, the payment will be rolled over to the following game. If there are no following games, a refund can be requested.
- If a team have paid their team sheet fee in advance and they are scheduled a bye, the team will be credited with the team sheet fee without any administrative fees. At the end of the season at the conclusion of finals, Melbourne Central Basketball Association will refund teams outstanding credits

for any amount due. If requested by the team directly, any credits owing at the end of a season can be credited towards the next season.

- Any credit amounts owing at the end of the season will be applied to finals team sheet fees if applicable.
- At the conclusion of each season, Melbourne Central Basketball will notify teams of any credit balance owed. Any credit will be held on file for a period of up to 12 months. During this time, Melbourne Central Basketball will make up to four (4) reasonable attempts to contact the team to arrange a refund, using the contact details provided (including email and/or phone).
If the credit is not claimed within the 12-month period, and at least four (4) contact attempts have been made, the credit will be deemed forfeited and no longer payable.
- If Melbourne Central Basketball Association is unable to facilitate the placement of a team into the competition, the Association will refund the registration fee incurred in full.
- All senior domestic teams are required to pay a bond upon registering for the first time in the competition.
- At the conclusion of each season, Melbourne Central Basketball will notify teams that are not returning to the competition of the process to receive a refund of their bond as long as there are no outstanding amounts owed to the Association by the team. Any bond will be held on file for a period of up to 24 months. During this time, Melbourne Central Basketball will make up to four (4) reasonable attempts to contact the team to arrange a refund, using the contact details provided (including email and/or phone).
If the bond is not claimed within the 24-month period, and at least four (4) contact attempts have been made, the bond will be deemed forfeited and no longer payable.
Bonds will only be refunded to the person who paid the bond, any exception to this would be at the discretion of the Melbourne Central Basketball Association General Manager or Operations Manager.
- Any team that withdraws from the competition mid-season will be liable for a \$120 administration fee, in the case of Senior Domestic, where a bond is held the bond will be used to cover the withdrawal fee and no refund of the bond will be processed.

3 x 3 Competitions

- Refunds will not be issued for change of mind after registration in 3x3 competitions.
- If a registered team is unable to compete in a 3x3 competition due to player injuries, a refund may be considered upon submission of a valid medical certificate to the Association. Any approved refund will be subject to an administrative fee.

Junior Representative:

- Please refer to specific policy relating to Junior Representative Fees.

Programs including development programs, school holiday programs and any other program:

- Fees for all programs are payable via PlayHQ. All fees are required to be paid prior to participation in any program.
- Refunds will not be applied for change of mind for any programs fees paid.
- In the case of long-term injury, a medical certificate will be required for any refund requests. When a medical certificate is supplied for a long-term injury any approved refund will be calculated on a pro-rata basis and will incur an administration fee.
- If Melbourne Central Basketball Association is unable to facilitate any programs whereby registrations have been collected, the Association will refund the fee incurred in full.

NBL1 and Big V Tickets:

- All ticket purchases are final and non-refundable, except in exceptional circumstances as determined at the sole discretion of the Melbourne Central Basketball Association General Manager.

Uniform:

- Melbourne Central Basketball Association will not process refunds for uniforms that have been worn or are removed from original packaging.
- In circumstances where uniforms are faulty, Melbourne Central Basketball Association commit to working with Diamond Sports to replace the affected uniform like for like.
- If a uniform order is unable to be filled by Melbourne Central Basketball Association, whereby the order has been placed directly with the supplier, a refund will be requested from the supplier.
- If the order is placed directly with Association, a refund will be provided in full if the order is unable to be filled.

When Refunds will not be considered:

- Change of mind
- Conflicting commitments
- Where players and/or their families have breached any codes of conduct.
- Basketball Victoria or competition sanctions that have been imposed on the player, parent or associate.

APPROVAL / VERSION CONTROL	
Original Policy Implementation Date	3 April 2025
Approved by:	MCBA Board
Updated:	June 2026
Next Review Date:	June 2028