

Basketball Manawatū

Refunds Policy



INTRODUCTION

The purpose of this policy is to provide a framework for the administration of refunds owed by Basketball Manawatū to its customers.

Whilst always acknowledging the financial strain on our community, as well as Basketball Manawatū may be under.

RATIONALE

Basketball Manawatū will utilise best practice methods to minimise cash flow disruptions as well as exposure to risk.

The Board has agreed on the fundamental principles of this Policy and has delegated responsibility for the implementation and monitoring of this Policy to the Basketball Manawatū General Manager.

In the formulation and approval of this Policy the Board has had due regard to the accepted standards of sound financial management and applied these to the Programme. The Board wishes to record that it sought the advice of and consulted with our auditor, before approving this Policy.

SCOPE

Broadly speaking for the purposes of this Policy statement refunds have been categorised in these six situations as listed.

It is though accepted that these six situations are not intend to be the only ones faced by Basketball Manawatū, and anything that falls outside of these should be treated on a case by case basis and should always be considered fair, equitable and transparent to all involved (including Basketball Manawatū).

Situations include: -

1. *Representative players*
2. *Cancellation (fully or partially) of a league offered by Basketball Manawatū*
3. *Cancellation of a tournament or event (whether it is hosted by Basketball Manawatū, or another association)*
4. *Withdrawal of a team from a league/competition*
5. *Overpayments*
6. *Return of faulty goods*

POLICY STATEMENT

Refunds are at the sole discretion of Basketball Manawatū.

Any requests for refunds will require the authorisation of the General Manager, or a delegated financial officer of Basketball Manawatū.

No refunds will be made to any individual for any funds raised via any fundraising opportunity organised by Basketball Manawātū, or by the individual for the sole purpose of funds raised going towards their Rep fees.

When applying for a refund the request should show proof of the overpayment or provide reasons why the refund should be made, and all such refund requests must be submitted in writing, not verbally over the phone or in person.

When it is confirmed a refund is owed, the following options should be given to the Customer: - a) the refund deposited back to their account; b) the credit be held in their account as a credit for any future basketball activities; or c) the refund be treated as a donation to Basketball Manawātū.

No cash refunds will be given.

SPECIFIC CATEGORIES

1. Representative players

It is acknowledged, and accepted, that players may withdraw from a Representative team at any stage during the season.

Upon appoint to a Rep squad, players will be sent a \$100-00 Non-Refundable Tax Invoice, that is payable within a month of it's being created. The amount charged to individuals is set at this amount to assist Basketball Manawātū offsetting costs incurred by the programme which may include Venue Hire, Development costs, etc. Effectively costs that we have committed to that we cannot recover. It is proportionally based on any deposits that may have already been paid by Basketball Manawātū, as well as an administrative component of staff costs who will have been involved in the Rep programme.

Any subsequent request for a refund, following a withdrawal will be treated on a case by case basis; taking into consideration circumstances surrounding the withdrawal (i.e. injury, family circumstances, conflicts within the team, etc), as well as the timing of the withdrawal, our ability to fill the vacancy with another player, inputs from Basketball Manawātū staff, and further deposits that we may have made.

Consideration needs to be given to if any costings that have already been equally apportioned to attending players, as we cannot then go back to these players and ask for more money if a player later withdraws.

And when calculating the amount of the refund to be paid, allowance must always be considered concerning any non-refundable components Basketball Manawātū may have already incurred (e.g. flights that cannot be transferred, van bookings, venue hire, volunteer reimbursements, Registration Fees and an allocation from multiple administrative personnel who have worked in the office on the program/project).

2. Cancellation (fully or partially) of a league

If the league has not started, a fifty-dollar (\$50) "Processing fee" will be retained by Basketball Manawātū.

If the league has started (or stops due to circumstances beyond our control), then an eighty-dollar (\$80) "Processing fee" will be retained by Basketball Manawātū, as well as any fees for games that may have already been played, which will be determined on a pro-rata basis. Any \$50 payments for default games will also be retained and deducted from any subsequent refund that may be payable.

3. Cancellation of a tournament or event

Other than where the relevant tournament, or event, involves Representative players (where Number 1 above will be used); if the tournament or event has not started, a full refund may be considered.

However, if Basketball Manawatū has already made non-refundable deposits (directly related to the cancelled event) this will be taken into account along with administrative inputs from Basketball Manawatū staff.

Should a partial refund be necessary to cover these costs then this will be proportionally divided between the teams that had paid to enter the tournament or event.

4. Withdrawal of a team from a league/competition

If a deposit is required for team entries, the deposit will be 100% non-refundable.

If a team has partially (or fully) paid their league fees and the league/competition has not started, a fifty-dollar (\$50) "Processing fee" will be retained by Basketball Manawatū.

If the league/competition has started, then an eighty-dollar (\$80) "Processing fee" will be retained by Basketball Manawatū, as well as any fees for games that have already been played, (which will be determined on a pro-rata basis). Plus, any \$50 payments for default games, will also be retained and deducted from any subsequent refund that may be payable.

5. Overpayments

In the case of an overpayment, a refund will only be provided when it has been proven that there has been an overpayment, or where we are obliged to provide a refund by law.

6. Return of faulty goods

Where a customer purchases goods from us, and they are found to be faulty; then the item should be returned to us as soon as possible (at least within two weeks of receipt).

Where we establish that the goods were faulty when they left our premises, we will replace the goods.

We will always endeavor to issue a Credit Note to the customer, rather than a monetary refund.

POLICY REVIEW

Basketball Manawatū will monitor and review this policy on an annual basis.