

Refunds, Fee Waiver and Hardship Policy and Procedure



Policy

The Williamstown Cannons Basketball Club recognises that it is sometimes difficult for players to fulfil Club registration and uniform fees, therefore has established a policy document from which to provide direction as the need arises.

Registering to play with the Williamstown Cannons Basketball Club comprises of a financial commitment each season. The Club incurs expenditure for training venue hire, equipment, uniforms, insurances and team fees to the Associations. Player registration fees and uniform fees are relied on to fund the Club's operations and in return players are provided the opportunity to play for the season.

Procedures

Refunds

A request for a refund of player registration fees must be submitted in writing to the Treasurer of the Club and the decision to refund any or all of the registration fees will be at the Club's absolute discretion. Players who submit a request for a refund prior to the first competition game of the season may be eligible for a full refund. Players who submit a request after the first competition game of the season will only be eligible to a pro-rata refund.

Special consideration is granted due to exceptional circumstances such as financial hardship. Requests for special consideration refund will be considered by the Committee on a case by case basis.

Fee Waiver due to Hardship

Fee waivers (part reduction or full waivers) will be considered by the Committee on a case by case basis where financial hardship can be demonstrated. Hardship requests will be treated in confidence and we encourage people to approach a Committee member to discuss their specific case.

Pro-rata fees due to Late Registration

Players who register late (after the commencement of the first competition game of the season) will be required to pay a pro-rata registration fee. Exceptions will be considered by the Committee on a case by case basis. For example, players who are filling in for a couple of games throughout the season may not be required to pay registration fees.

Preferred Payment Time and No Pay No Play Position

It is much easier for the Club if the required registration fee is played by the player at the time of registration. If fees are paid late, it is not fair on the Club and other players and it causes unnecessary work for the volunteers who have to chase the payments.

Any player who has registered but not paid the registration fee by the first training or competition game of the season (whichever comes first) cannot train or play competition games until such time as the required registration fee has been paid. Players in these circumstances are not entitled to claim a pro-rata registration fee.

Payment Arrangements

We understand there may be circumstances in which some players are unable to pay all fees upfront. Please contact the Treasurer in advance of the payment deadline and consideration will be given to allowing payment over time.

Contact Details

Treasurer: treasurer@williamstowncannons.org.au