



Registration Refund Policy

Purpose

This policy outlines the circumstances in which registration fees may or may not be refunded and sets clear expectations for all players and parents registering with Heathmont Hornets Basketball Club.

By completing a registration through PlayHQ, the participant (or parent/guardian where applicable) acknowledges that they have read, understood and accepted this policy.

1. Registration Fees

Registration fees are used to meet the Club's financial commitments, including but not limited to:

- Team entry fees.
- Basketball Victoria affiliation fees.
- Association fees.
- PlayHQ administration costs.
- Insurance and compliance costs.
- Equipment purchases.
- Coaching and team administration expenses.
- General Club operating costs.

Once these commitments have been made, the Club cannot recover these costs.

2. Strict No Refunds After Team Placement

Strictly NO refunds will be provided once the Team Placement email has been distributed.

The Team Placement email confirms that:

- Teams have been finalised.
- Coaches and Team Managers have been appointed.
- Competition entries have been submitted.
- The Club has committed to financial obligations on behalf of the participant.

- Team lists have been provided to the Association.

From this point onwards, registration fees are considered fully committed and are non-refundable.

3. Withdrawal Prior to Team Placement

Participants wishing to withdraw before the Team Placement email is distributed must notify the Club Registrar in writing.

Where a refund is approved prior to team placement:

- Any PlayHQ transaction fees, payment processing fees or other non-recoverable costs may be deducted from the refund.
 - Basketball Victoria, Association or other third-party fees that have already been remitted may also be non-refundable.
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4. Registration Protection (Optional)

During the PlayHQ registration process, participants are offered the opportunity to purchase Registration Protection, an optional insurance product administered by Vertical Insure.

Registration Protection may reimburse eligible participants who are unable to continue their season due to qualifying circumstances such as injury, illness or relocation, subject to the insurer's Product Disclosure Statement (PDS), policy terms and conditions.

Where Registration Protection has been purchased:

- Heathmont Hornets will cancel the player's registration in PlayHQ where required.
- Any claim for reimbursement must be made directly with Vertical Insure.
- Heathmont Hornets does not administer, assess or approve insurance claims.
- Any decision regarding reimbursement rests solely with Vertical Insure.

Participants who choose not to purchase Registration Protection acknowledge that they are accepting the risk that registration fees will not be refunded should they become unable to participate.

5. Circumstances That Do Not Qualify for a Refund

After the Team Placement email has been distributed, refunds will not be provided for reasons including, but not limited to:

- Change of mind.
- No longer wishing to play.
- Injury.
- Illness.
- Family commitments.

- School commitments.
- Work commitments.
- Holidays.
- Relocation.
- Transport difficulties.
- Financial hardship.
- Selection in a different team or division than requested.
- Dissatisfaction with team placement.
- Dissatisfaction with coaches.
- Dissatisfaction with teammates.
- Dissatisfaction with training times or venues.
- Dissatisfaction with fixture times.
- Limited playing time.
- Suspension.
- Disciplinary action.
- Transfer to another club or association.
- Acceptance into another sporting competition.
- Any other personal circumstance resulting in non-participation.

6. Club Cancellation

If Heathmont Hornets is unable to offer a participant a place in a team, or a team is withdrawn by the Club before the Team Placement email is distributed, the Club may provide a full or partial refund, less any non-recoverable third-party fees where applicable.

7. Credits

Heathmont Hornets does not provide credits towards future seasons in lieu of refunds.

8. Payment Plans

Where payment plans are offered, entering a payment arrangement does not alter or waive this Refund Policy. Participants remain bound by this policy once the Team Placement email has been distributed.

9. Committee Discretion

This policy is intended to be applied consistently to all participants.

The Committee may only depart from this policy:

- where required by applicable law;
- where an administrative error by the Club has occurred; or
- in other exceptional circumstances that the Committee determines justify a departure from this policy.

Any decision of the Committee is final.

10. Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded under the Australian Consumer Law or any other applicable legislation.

11. Acceptance of Policy

By completing registration through PlayHQ, the participant (or parent/guardian where applicable):

- acknowledges they have read this Registration Refund Policy;
- understands that registration fees become non-refundable once the Team Placement email has been distributed;
- acknowledges the opportunity to purchase optional Registration Protection during registration; and
- agrees to be bound by this policy.