

NORTHLAND BASKETBALL REFUNDS POLICY

INTRODUCTION

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

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

RATIONALE

Northland Basketball 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 Northland Basketball 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 Northland Basketball 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 Northland Basketball).

Situations include: -

1. Representative players
2. Cancellation (fully or partially) of a league offered by Northland Basketball
3. Cancellation of a tournament or event (whether it is hosted by Northland Basketball, 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 Northland Basketball.

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

No refunds will be made to any individual for any funds raised via any Northland Basketball organised fundraising opportunity.

When applying for a refund the request should show proof of the overpayment or provide reasons why the refund should be made.

When calculating the amount of the refund to be paid, allowance must always be considered concerning any non-refundable components Northland Basketball may have already incurred (e.g. venue hire, volunteer reimbursements, Registration Fees and an allocation from multiple administrative personnel who have worked in the office on the program/project).

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 Northland Basketball.

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. This is proportionally based on any deposits that may have already been paid by Northland Basketball, 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 Northland Basketball staff, and further deposits that we may have made.

2. Cancellation (fully or partially) of a league

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

If the league has started (or stops due to circumstances beyond our control), then an eighty-dollar (\$80) "Processing fee" will be retained by Northland Basketball, 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 Northland Basketball has already made non-refundable deposits (directly related to the cancelled event) this will be taken into account along with administrative inputs from Northland Basketball 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 Northland Basketball.

If the league/competition has started, then an eighty-dollar (\$80) "Processing fee" will be retained by Northland Basketball, 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

Northland Basketball will monitor and review this policy on an bi-annual basis.
Policy