



ROCKINGHAM BASKETBALL & RECREATION ASSOCIATION (RBRA)

REFUND POLICY

1. General Refund Conditions

- All refund requests must be submitted to RBRA within 30 days of purchase.
- Once a request is received, please allow up to 14 business days for review and processing.
- An administration fee of \$10 may apply to approved refunds unless the error is the fault of RBRA.
- Where a KidSport voucher has been used, any approved refund will be returned to the KidSport program, not the applicant.

2. Non-Refundable Circumstances

Refunds will not be provided under the following circumstances:

- Change of mind
- Non-attendance or failure to participate
- Dissatisfaction with team placement, grading, coach, or schedule
- Inability to attend due to other sporting, social, school, or work commitments
- Missed games, training sessions, or program weeks for any reason

3. Injury and Medical Consideration

- Refunds will not be provided for missed sessions or games due to injury.
- If a participant is unable to participate for the remainder of the season due to injury, a refund request may be submitted.
- All medical-based requests must include a valid medical certificate.
- Any refund granted is at the sole discretion of RBRA and is not guaranteed.

4. Aussie Hoops

Aussie Hoops refunds are managed in line with the official program guidelines:

- Withdrawal 10 days or more before the program commences:
 - Refund provided minus transaction fees
- Withdrawal within 10 days prior to commencement or after the program has started:
 - No refund provided

- If the program is cancelled due to unforeseen circumstances:
 - Full refund provided
- If a session is cancelled and no make-up session is offered:
 - Refund provided for the affected session(s)
- If a medical condition prevents participation in 5 or more sessions:
 - Refund may be considered upon submission of a medical certificate

For further details, refer to:

<https://www.aussiehoops.basketball/support/parent/participant-refund>

5. Domestic and WABL Competitions

- All RBRA fees are non-refundable once paid.
- If a duplicate payment is made, a refund may be processed minus an administration fee.
- Once fixtures have been published, no refunds will be issued for team registrations.
- No refunds will be provided for missed games or bye rounds.

6. Programs and Courses

- Refund requests made before program commencement may be considered, minus applicable fees (including PlayHQ fees).
- Refund requests made after program commencement will not be approved, except in exceptional circumstances.
- Medical-related requests must include a doctor's certificate and will be assessed on a case-by-case basis.

7. Association Fees

- Voting membership fees are non-refundable.

8. Discretion

RBRA reserves the right to:

- Assess all refund requests on a case-by-case basis
- Decline any refund that does not meet the conditions outlined in this policy

PLEASE NOTE: ALL REFUND REQUESTS MAY TAKE UP 14 WORKING DAYS TO BE ASSESSED AND PROCESSED.

Policy Document	Refund Policy
Stakeholders	Clubs, RBRA, Participants
Date Approved	20 th May 2026
Review Date	20 th May 2027