



CLUB REFUND POLICY

CANBERRA CITY STALLIONS BASKETBALL CLUB

VERSION 1.0

JULY 2026

CONTENTS

01	Purpose	03
02	Scope	03
03	Guiding Principles	04
04	Club Fees	04
05	Trial Registration Fee	05
06	Club Registration Fee	06
07	BACT & BA Membership Fee	07
08	Uniform Purchases	07
09	Australian Consumer Law	08
10	Exceptional Circumstances	08
11	Committee Discretion	09
12	Requesting a Refund	10
13	Processing Approved Refunds	10
14	Review	11
	Closing Statement	12

01 PURPOSE

Canberra City Stallions Basketball Club is committed to providing a fair, transparent and consistent approach to refund requests while ensuring the ongoing financial sustainability of the Club.

Participation in basketball requires the Club to make significant financial commitments before and throughout each season, including competition entry fees, venue hire, coaching resources, equipment, administration, uniforms and other operating expenses. For this reason, not all fees are refundable once a participant has commenced the season.

This Policy outlines the circumstances in which refunds may be available, the process for requesting a refund, and the discretion available to the Committee when considering exceptional circumstances.

The objectives of this Policy are to:

- provide clarity regarding the Club's refund arrangements;
- ensure refund requests are managed consistently and fairly;
- protect the financial sustainability of the Club;
- recognise that exceptional circumstances may occasionally arise; and
- comply with the requirements of the Australian Consumer Law.

02 SCOPE

This Policy applies to all participants registering with Canberra City Stallions Basketball Club for any competition, program or activity conducted by or on behalf of the Club.

The Policy applies to the following fees:

- Trial Registration Fees;
- Club Registration Fees;
- Basketball ACT & Basketball Australia Membership Fees; and
- Club Uniform purchases.

03 GUIDING PRINCIPLES

When considering refund requests, Canberra City Stallions Basketball Club will be guided by the following principles:

Fairness – Requests will be considered objectively and consistently.

Financial Responsibility – The Club must remain financially sustainable for the benefit of all members.

Transparency – Members should understand how refund decisions are made.

Compassion – Genuine exceptional circumstances will be considered fairly and respectfully.

Consistency – Similar circumstances should generally result in similar outcomes while recognising every request is unique.

04 CLUB FEES

Participating members pay four separate categories of fees. Each category is administered differently and is therefore subject to different refund arrangements.

Fee

Trial Registration Fee

Club Registration Fee

BACT/BA Membership Fee

Club Uniform

Responsible Entity

Canberra City Stallions Basketball Club

Canberra City Stallions Basketball Club

Basketball ACT

Canberra City Stallions Basketball Club

Refund Summary

Fee Type	Before Participation	Before Participation
Trial Registration Fee	Non-refundable	Non-refundable
Club Registration Fee	Refund may be available	Generally non-refundable*
BACT/BA Membership Fee	Subject to BACT's Policy	Subject to BACT's Policy
Club Uniform	Refund available before the Club submits order	Generally non-refundable once order has been submitted

*The Committee may approve a full or partial refund in exceptional circumstances in accordance with Sections 10 and 11 of this Policy.

05 TRIAL REGISTRATION FEE

The Trial Registration Fee contributes towards the administration and delivery of the Club's player selection process, including registration administration, venue hire, planning and other costs associated with conducting player trials.

The Trial Registration Fee is non-refundable, except where a participant is entitled to a refund under the Australian Consumer Law.

As the fee contributes towards the overall administration of the trial process rather than attendance at an individual trial session, refunds will not be provided where a participant:

- chooses not to attend trials;
- is unable to attend due to injury, illness or other personal circumstances;
- withdraws from the trial process; or
- accidentally registers more than once.

Participants are encouraged to ensure all registration details are correct before completing payment.

06 CLUB REGISTRATION FEE

The Club Registration Fee contributes towards the operation of Canberra City Stallions Basketball Club, including (but not limited to):

- competition entry fees;
- court hire;
- coaching resources;
- equipment;
- administration;
- insurance obligations;
- player development; and
- other Club operating expenses.

Before Participation

A participant who withdraws before attending any Club activity, including training sessions, games or official Club events, may request a refund of their Club Registration Fee.

Any refund approved prior to participation may be subject to the deduction of any non-recoverable costs already incurred by the Club.

After Participation

Once a participant has attended any training session, game or official Club activity, the Club Registration Fee is generally non-refundable.

Once participation has commenced, the participant has begun receiving the benefits of Club registration and the Club has incurred costs and committed resources on the participant's behalf.

However, the Committee retains discretion to approve a full or partial refund in exceptional circumstances in accordance with Section 10 of this Policy.

07 BACT & BA MEMBERSHIP FEES

Basketball ACT & Basketball Australia Membership Fees are administered by Basketball ACT and are subject to Basketball ACT's Membership and Refund Policy.

Canberra City Stallions Basketball Club does not determine or administer refunds for these fees.

Members seeking a refund of Basketball ACT & Basketball Australia Membership Fees should contact Basketball ACT directly, as any refund request relating to these fees must be made through Basketball ACT.

As a general guide:

- where a participant has not participated in any basketball activity, Basketball ACT may consider a refund in accordance with its Membership Policy;
- once a participant has taken part in any basketball activity, refunds are generally unavailable except where required under the Australian Consumer Law or otherwise determined by Basketball ACT.

Nothing in this Policy overrides Basketball ACT's Membership or Refund Policies.

08 UNIFORM PURCHASES

Club uniforms are ordered specifically for individual participants and are generally unable to be returned once production has commenced.

Before the Club Places the Order

Where the Club has not yet submitted the participant's uniform order to its supplier, a full refund of the uniform cost will ordinarily be provided upon request.

After the Order Has Been Submitted

Once the Club has submitted a uniform order to its supplier, the purchase is considered committed and is generally non-refundable, as the Club has incurred the associated costs.

This applies regardless of whether the uniform has been manufactured, delivered or collected.

09 AUSTRALIAN CONSUMER LAW

Nothing in this Policy excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law.

Where a participant is entitled to a refund under the Australian Consumer Law, Canberra City Stallions Basketball Club will comply with its legal obligations.

10 EXCEPTIONAL CIRCUMSTANCES

The Club recognises that circumstances beyond a participant's control may occasionally arise.

Accordingly, the Committee may, at its absolute discretion, approve a full refund, partial refund or decline a refund request where it considers exceptional circumstances exist.

Exceptional circumstances may include, but are not limited to:

- serious injury;
- serious illness;
- relocation;
- compassionate family circumstances;

- significant financial hardship;
- administrative error;
- duplicate registrations;
- military service or emergency service deployment; or
- any other circumstance the Committee considers sufficiently exceptional.

This list is intended as a guide only and is not exhaustive.

The existence of exceptional circumstances does not automatically entitle a participant to a full or partial refund.

11 COMMITTEE DISCRETION

When considering a refund request, the Committee may take into account any matter it considers relevant, including:

- whether the participant has commenced participation;
- whether the participant has participated in training sessions, games or other Club activities;
- the timing of the request;
- costs already incurred by the Club;
- whether uniforms or equipment have been ordered;
- the reason for the request;
- any supporting information provided;
- the impact on the Club;
- fairness and consistency; and
- the best interests of Canberra City Stallions Basketball Club.

The Committee may approve:

- a full refund;
- a partial (pro-rata) refund;
- a refund subject to deductions for costs already incurred; or
- no refund.

The Committee's decision is final, subject to any rights available under the Australian Consumer Law.

The approval of a refund in one circumstance does not create an entitlement or precedent for future refund requests. Each request will be considered on its own merits.

12 REQUESTING A REFUND

All refund requests must:

- be submitted in writing to the Club;
- include the participant's name;
- outline the reason for the request; and
- include any relevant supporting information where appropriate.

The Committee will consider each request as soon as reasonably practicable and will notify the applicant of its decision in writing.

The Committee may request additional information before making a determination.

13 PROCESSING APPROVED REFUNDS

Where a refund is approved, the Club will endeavour to process the refund within a reasonable timeframe. Approved refunds will be paid by electronic funds transfer (EFT) to a bank account nominated by the person who made the original payment, unless the Committee approves an alternative payment method.

Where a refund has been approved, Canberra City Stallions Basketball Club reserves the right to deduct or offset any outstanding fees, charges or other monies owed to the Club before processing the refund. The remaining balance, if any, will be refunded in accordance with this Policy.

14 REVIEW

This Policy will be reviewed by the Committee at least every two (2) years, or earlier where required by legislative change, operational requirements or Committee resolution.

CLOSING STATEMENT

Canberra City Stallions Basketball Club is committed to balancing fairness to individual members with the long-term financial sustainability of the Club.

Every refund request is considered carefully, recognising both the circumstances of the individual member and the financial commitments already made on behalf of the broader Stallions community.

By applying this Policy consistently, transparently and with appropriate discretion, the Club seeks to make decisions that are fair, reasonable and in the best interests of the Club as a whole.

Supporting our members

Protecting our Club

Building a sustainable future



For more information visit
www.canberracitystallions.com
