

## HILLS BASKETBALL ASSOCIATION LTD

PO Box 6426, Baulkham Hills BC, NSW, 2153

Phone: 02 9894-8944

Email: [info@hillshornets.com.au](mailto:info@hillshornets.com.au)

Website: [www.hillshornets.com.au](http://www.hillshornets.com.au)

ABN 26 667 459 814

### REFUND & RETURN POLICY

Date Adopted by HBA	01/12/2024
Effective Date	01/01/2025
Last Update:	01/07/2024

## **REFUND & RETURN POLICY**

Please read the information below prior to requesting a refund or return.

### **CHANGE OF MIND**

Hills Basketball Association Ltd (HBAL) will not provide a refund simply for a change of mind or for an incorrect decision. Please be advised that refunds are generally only available where an event has been cancelled or rescheduled or where the *Australian Consumer Law* applies.

### **FORCE MAJEURE**

In the event of a Force Majeure occurrence that causes an event to be cancelled or delayed, Hills Basketball Association will make reasonable efforts to reschedule the event or offer alternative solutions. However, no refunds will be issued in the event of Force Majeure. Program participants may be offered the option to attend a rescheduled event, or in some cases, a credit, at the discretion of the Association. Hills Basketball will not be held liable for any losses or damages incurred because of a Force Majeure event. Examples: natural disasters, area power outages, Government actions or restrictions, pandemics.

### **WITHDRAWING FROM AN EVENT/PROGRAM**

If after paying to attend an event/program you need to withdraw, please contact HBAL in writing as soon as possible to arrange a refund. All requests for refund must be submitted in writing to email to department.

The following rules apply:

- Up to 2 weeks prior to the commencement of an event/program if you must withdraw for any reason you will be charged an administration fee of \$20.
- From 2 weeks to 7 days prior to the commencement of an event/program if you must withdraw for any reason we will refund 70% of the fees paid. If less than \$20, the administrative fee will be applied.
- Less than 7 days prior to the commencement of an event/program we do not refund entries for any reason.

If you must withdraw from an event/program due to an illness or injury, a medical certificate must be provided with refund request. Refund amounts due to illness or injury will be reviewed on a case-by-case basis. Administrative fee may be applied.

### **INCORRECT BOOKING FOR AN EVENT/PROGRAM/COURSE**

If you have booked an incorrect time, date, venue, or event in error, these types of purchases will generally be classed as a 'change of mind'.

If you have noticed that your booking is incorrect, please email us ASAP so that we can amend your purchase. Please note that we may not be able to guarantee your attendance to the event you meant to purchase, as events/programs are capped on numbers. In the event we cannot amend your booking, the above rules apply "Withdrawing from an event/program".

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### **CANCELLED/POSTPONED EVENTS/PROGRAM/COURSE**

Occasionally, some events that are conducted by HBAL or that HBAL participates in are cancelled or postponed. Should this occur, we will contact you to inform you of refund options or credit procedures for that event.

For exact instructions on any cancelled or postponed event, please check the relevant event information online or contact us via [info@hillshornets.com.au](mailto:info@hillshornets.com.au). In order to receive a refund or an exchange, you will need to comply with the relevant instructions or deadlines.

### **COMPETITION PARTICIPANT MEMBERSHIP FEES**

Once the participant completes the membership form, has agreed to the [terms and conditions](#) and paid the relevant fees, your membership with the association and affiliation with Basketball NSW is valid for 12-months from the date of transaction.

Once you partake in any basketball activity (playing or training etc), no matter how long the duration, nor the number of times, the opportunity to request a refund has passed (except where a member has a right to a refund under the Australian Consumer Law).

If you have paid for your membership fees and then decide not to participate, please contact us immediately. If proof and validation can be substantiated, that the participant did NOT partake in any basketball activity, then the association may issue a refund. Refund of memberships is not guaranteed for change of mind or for changes in personal circumstances that prevent a person from enjoying the full benefits of the membership. Please note if a refund is provided, an administration fee will be applied.

Affiliation Membership Fees (Full membership paid at another Association, affiliation is with HBAL) are valid up until the expiry of full membership. Refunds will be assessed on a case-by-case basis. All requests for refund must be submitted in writing to email [info@hillshornets.com.au](mailto:info@hillshornets.com.au) or direct to department.

### **VENUE HIRE**

Please refer to [Venue Booking Conditions](#).

### **COMPETITION GAME FEES / FORFEITS/ CREDITS**

Please refer to [Competition By-Laws](#).

### **OUR MERCHANDISE RETURNS POLICY**

HBAL will provide a refund or replacement product in the following circumstances only:

- a product becomes defective through no fault of the customer
- a product is not fit for its stated purpose
- a product does not match the description or sample
- a product has defects that were not obvious
- a product is not safe
- a product ordered by the customer is no longer available

Products returned must be delivered to HBAL Association within 7 days of receipt of product in a re-saleable, original condition – unused, undamaged, and unsoiled.

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### SYSTEM ERROR

In the event of a technical error with a booking system used by HBAL, we will refund the transaction either in full or the relevant part thereof. In some cases, evidence of the error may be required if the payment is disputed by HBAL.

For example, evidence of an item being debited to a bank account more than once is required to be provided to request a refund if there is no corresponding record on the booking system used. Evidence may be in the form of a copy of a credit card statement or bank statement that demonstrates the error. To ensure the privacy of the card/account holder, any personal information, or transactions not relevant to the error should be hidden or removed. Please submit all details in writing to email [info@hillshornets.com.au](mailto:info@hillshornets.com.au) or direct to department.

### PAYMENT METHODS AND REFUNDS

If you are eligible for a refund, HBAL can only refund to a bank account by EFT (if purchased at venue) or directly to credit/debit cards used on HBAL online platform.

#### Active Kids Vouchers

If payment was made by an Active Kids voucher, note that the terms and conditions of the Active Kids Voucher program do not permit a refund [HERE](#). Coupons may be provided by the Association on a case-by-case basis. Expiry will be as per Active Kids voucher used with transaction.

HBAL does not allow or accept the external transfer of Active Kids Vouchers from other sporting organisations.

#### HBAL Coupons

HBAL does not refund or transfer coupons.

### REQUESTS AND REFUND PROCESSING

A refund requested and approved by HBAL will be processed within 7-10 days. Please note timeframes are subject to receiving approval by all responsible parties and the processing times for the respective financial institutions.

***Note: Refunds cannot be processed at the front desk (Reception). All refunds must be processed through the Department, approved, and then sent to Accounts Department.***

### GOVERNMENT RELEVANT LINKS

Australian Consumer Law [HERE](#)

Australian Competition and Consumer Commission (ACCC) [HERE](#)

NSW Office of Fair Trading (OFT) [HERE](#)