



08 95279621



admin@rockinghamflames.com.au



Mike Barnett Sports Complex

REFUND POLICY

All refund requests must be raised with RBRA and reviewed within 30 days of purchase. Once the form is completed and returned please allow 14 business days for your refund request to be reviewed and reimbursed. Refunds may incur a \$10 administration fee unless it is RBRA's fault.

For any refunds that a Kidsport code has been used please note this will be reviewed and the amount that will be refunded will be returned to Kidsport.

Aussie Hoops

- Withdrawal of a participant 10 days or more before the program commences will receive a refund minus the transaction fee
- Withdrawal of a participant within 10 days and until the program has commenced will not receive a refund
- If the Aussie Hoops program is cancelled for unforeseen circumstances participants will be refunded the full participation fee.
- If the Aussie Hoops program is canceled at no fault of the participant and a make-up session is not offered participants will be refunded
- A medical condition prevents participation in 5 or more sessions, participation fees may be refunded

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

Domestic and WABL Competition

- RBRA fee is nonrefundable if paid twice please note an admin fee will be charged as you are required to use a voucher code before payment as communicated.
- Once fixtures have been published online, team registrations will not be refunded

Flames Teams

- Singlets are to be returned in excellent condition otherwise a replacement singlet will be charged
- Training will only be refunded if another training location is not provided
- Withdrawal of a player before the close of registrations will incur an administration fee with the remainder of the registration fees refunded minus the play HQ fees

- Withdrawal of a player after the close of registrations will incur a \$100 registration cancellation fee
- Withdrawal of a player once the season has started will not receive a refund
- Disapproval/dislike/not satisfied with the grade, team/allocated coach or team manager
- Unavailable to train at allocated day/time
- Other sport/social/work commitments
- Change of mind by players and or parents
- If there is a medical condition this will need to be sent in with a signed doctor certificate and be reviewed per case.

Programs and Courses

- Refunds requested within 7 days of the program start will be refunded minus the PlayHq fees
- If unable to attend due to illness a doctor's certificate needs to be provided and will be reviewed per case

Association

- Voting membership fees are nonrefundable