



REFUND POLICY

PLHBA Policy – Refunds

UPDATED: JUNE 2025

Perry Lakes Hawks Basketball Association Inc.
ABN: 65 140 754 146



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1. OVERVIEW

- 1.1 This policy outlines how registered participants or members can request refunds if they withdraw from a competition, program, course or event.
- 1.2 All registered participants or members must meet the eligibility criteria to be eligible for a refund.
- 1.3 Refund amounts are less the PlayHQ Fee of 1.8%.

2. JUNIOR DOMESTIC COMPETITION

- 2.1 Any registered player in the Junior Domestic Competition who withdraws permanently prior to the conclusion of round 3 will be eligible for a partial refund of their Perry Lakes Hawks Basketball Association Player Fee.
 - 2.1.1 To request a refund, the registered player must email their Domestic Club to receive a Refund Request Form.
 - 2.1.2 Once the registered player has sent the completed Refund Request back to the Domestic Club, they will sign and submit the request to the PLHBA via email to be processed.
- 2.2 The following eligibility criteria must be met for a refund to be approved.
 - 2.2.1 PLHBA will refund the registered player's Association Player Fee less 10% when they withdraw permanently from the Junior Domestic Competition prior to the initial fixtures being released.
 - 2.2.2 PLHBA will refund the registered player's Association Player Fee less 50% when they withdraw from the Junior Domestic Competition prior to the conclusion of round 3.
 - 2.2.3 Refunds may be considered for special circumstances such as season ending injury/illness or relocation with consultation from the relevant Domestic Club.
 - 2.2.3.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.
- 2.3 All refunds will be less any Basketball Australia or Basketball WA fees.

3. JUNIOR DEVELOPMENT LEAGUE

- 3.1 Any registered player in the Junior Development League who withdraws permanently prior to the conclusion of round 3 will be eligible for a partial refund of their Perry Lakes Hawks Basketball Association Player Fee.
 - 3.1.1 To request a refund, the registered player must email the PLHBA to receive a Refund Request Form.
 - 3.1.2 Once the registered player has sent the completed Refund Request back to the PLHBA via email, the request will be processed.
- 3.2 The following eligibility criteria must be met for a refund to be approved.
 - 3.2.1 PLHBA will refund the registered player's Association Player Fee less 10% when they withdraw permanently from the Junior Development League prior to the initial fixtures being released.
 - 3.2.2 PLHBA will refund the registered player's Association Player Fee less 50% when they withdraw from the Junior Development League prior to the conclusion of round 3.
 - 3.2.3 Refunds may be considered for special circumstances such as season ending injury/illness or relocation.
 - 3.2.3.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.
- 3.3 All refunds will be less any Basketball Australia or Basketball WA fees.



4. WABL

- 4.1 Any registered player in WABL who withdraws permanently prior to the conclusion of round 3 will be eligible for a partial refund of their Perry Lakes Hawks Basketball Association Player Fee.
 - 4.1.1 To request a refund, the registered player must email the PLHBA to receive a Refund Request Form.
 - 4.1.2 Once the registered player has sent the completed Refund Request back to the PLHBA via email, the request will be processed.
- 4.2 The following eligibility criteria must be met for a refund to be approved.
 - 4.2.1 PLHBA will refund the registered player's Association Player Fee less 10% when they withdraw permanently from WABL prior to the publication of WABL Grading fixture by BWA.
 - 4.2.2 PLHBA will refund the registered player's Association Player Fee less 50% when they withdraw from WABL prior to the conclusion of round 3.
 - 4.2.3 Refunds may be considered for special circumstances such as season ending injury/illness or relocation.
 - 4.2.3.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.
- 4.3 All refunds will be less any Basketball Australia or Basketball WA fees.

5. STATE CHAMPIONSHIPS

- 5.1 Any registered player in State Championships who withdraws permanently prior to the publication of fixtures will be eligible for a partial refund of their Perry Lakes Hawks Basketball Association Player Fee.
 - 5.1.1 To request a refund, the registered player must email the PLHBA to receive a Refund Request Form.
 - 5.1.2 Once the registered player has sent the completed Refund Request back to the PLHBA via email, the request will be processed.
- 5.2 The following eligibility criteria must be met for a refund to be approved.
 - 5.2.1 PLHBA will refund the registered player's Association Player Fee less 25% when they withdraw permanently from State Championships prior to the publication of the fixtures by BWA.
 - 5.2.2 Refunds may be considered for special circumstances such as season ending injury/illness or relocation.
 - 5.2.2.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.
- 5.3 All refunds will be less any Basketball Australia or Basketball WA fees.

6. AUSSIE HOOPS

- 6.1 Any registered participant in Aussie Hoops who withdraws permanently prior to the commencement of the second session will be eligible for a partial refund of their Aussie Hoops Participant Fee.
 - 6.1.1 To request a refund, the registered participant must email the PLHBA to receive a Refund Request Form.
 - 6.1.2 Once the registered player has sent the completed Refund Request back to the PLHBA via email, the request will be processed.
- 6.2 The following eligibility criteria must be met for a refund to be approved.
 - 6.2.1 PLHBA will refund the registered participants Aussie Hoops Participant Fee less 10% when they withdraw permanently from Aussie Hoops prior to the commencement of the first session.



6.2.2 PLHBA will refund the registered participants Aussie Hoops Participant Fee less 25% when they withdraw permanently from Aussie Hoops prior to the commencement of the second session.

6.2.3 Refunds may be considered for special circumstances such as season ending injury/illness or relocation.

6.2.3.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.

6.3 All refunds will be less the Basketball Australia, Basketball WA and Aussie Hoops Singlet fees.

7. COURSES

7.1 Any registered participant in PLHBA Course who withdraws permanently prior to the date of the course will be eligible for a partial refund of their Course Fee.

7.1.1 To request a refund, the registered participant must email the PLHBA to receive a Refund Request Form.

7.1.2 Once the registered participant has sent the completed Refund Request back to the PLHBA via email, the request will be processed.

7.2 The following eligibility criteria must be met for a refund to be approved.

7.2.1 PLHBA will refund the registered participants Course Fee less 25% when they withdraw permanently prior to the date of the course.

7.2.2 Refunds may be considered for special circumstances such as season ending injury/illness or relocation.

7.2.2.1 For special circumstances involving injury or illness, a doctor's medical certificate will be required.

7.3 All refunds will be less any Basketball Australia or Basketball WA fees.

