



REFUND POLICY

Basketball BC
#210 – 7888 200th Street
Langley, BC V2Y 3J4

If you have paid for a program/event and are unable to attend, you must email Basketball BC to request a refund.

The following policy will be applied to all refund requests. If the request is within the policy, the refund will be processed to the credit card used in the online registration transaction. Please allow 1-2 weeks for processing. Basketball BC is not responsible for any loss of funds if notification is not provided and a refund is processed to an invalid or expired credit card.

NOTE: Program fees cannot be transferred to another program. If you choose the wrong program you will need to register for the correct program and request a refund for the original registration. An administration fee will be charged on the refund per our Refund Policy.

Player and coach memberships

- No refund - player and coach memberships are NON-REFUNDABLE (exception - see Full Refund)

Player camps and Coaching clinics

- Refund less an administration fee - up to 5 days prior to the start of the program or event
- No refund - within 5 days of start of the program/event
- No refund - for partial participation

POD Training/Centre for Performance

- No refund after the start of program (exception - see Withdrawal Due to Injury)

Provincial Teams

- Refund less an administration fee – if a replacement player is available to fill the vacant spot. The refund will be equal to the fee less the sum of the cost of participation to date, cost of provincial team apparel, and an administration fee.

Team Events/Tournaments

- Refund less an administration fee - up to 2 weeks before the start of the tournament or event.

Withdrawal Due to Injury (must provide a doctor's note)

- Refund MAY be considered on a case by case basis if request is submitted outside the refund request timeline. An administration fee may still be assessed.

Administration Fee

- The administration fee for all refunds will be assessed at 10% of the program/event registration fee

Full Refund

- If there is a program change in date and/or time by BASKETBALL BC and registrant is not able to attend due to the change (valid for a up to a week of notice of change)
- If a membership fee was purchased with the program registration (relates to program change above), as long as the membership was not used to register for another Basketball program/event

To request a refund, contact: info@basketball.bc.ca

Updated: January 28, 2019