



## REFUND POLICY

Basketball BC  
#210 – 7888 200<sup>th</sup> 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 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 may 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)

### Coaching & Officials Clinics

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

### Player Camps

- Refund less an administration fee - up to 48 hours prior to the start of the program or event.
- No refund - within 48 hours of start of the program/event or for partial participation.

### High Performance Programs

- 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 1 week before the start of the tournament or event.
- No refund - within 1 week of start of the tournament or event.

### Withdrawal Due to Injury (medical note required)

- 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) if the membership was not used to register for another Basketball BC program/event.

To request a refund, email: [info@basketball.bc.ca](mailto:info@basketball.bc.ca)

Updated: February 1, 2023