

REFUND & RETURN POLICY

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

City of Sydney Basketball Association Ltd (CSBA) 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 when an event has been cancelled or rescheduled or where the *Australian Consumer Law* applies.

WITHDRAWING FROM AN EVENT/PROGRAM

If after paying to attend an event/program you need to withdraw, please contact CSBA in writing as soon as possible to arrange a refund. All requests for a refund must be submitted in writing to info@sydneybasketball.com.au or direct to the department.

The following rules apply:

- Withdrawing more than 48 hours before event/program starts: You can receive a credit for future use.
- Withdrawing within 48 hours of event/program starting: You can receive a credit worth 50% of the event/program fee.
- After event/program starts: No refunds are available once the event/program has started, unless a medical certificate is provided. Further information regarding this provided below.
- Credit usage: Credits can be applied to any CSBA events or programs that are internally administered by CSBA. Outsourced events will not be available for credits. This credit is valid for the amount originally paid or the discounted amount, if applicable.

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

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 classes as a 'change of mind.'

If you have noticed that your booking is incorrect, please email us via info@sydneybasketball.com.au 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."

CANCELLED/POSTPONED EVENTS/PROGRAM/COURSE

Occasionally, some events that are conducted by CSBA 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@sydneybasketball.com.au. In order to receive a refund or an exchange, you will need to comply with the relevant instructions or deadlines.

SYSTEM ERROR

In the event of a technical error with a booking system used by CSBA, 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 CSBA. 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@sydneybasketball.com.au or direct to department.

PAYMENT METHODS AND REFUNDS

If you are eligible for a refund, CSBA can only refund to a bank account by EFT or directly to a credit/debit cards used on CSBA online platforms.

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](#).

REQUESTS AND REFUNDS PROCESSING

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

Note: Refunds can only be processed through the office. All refunds must be processed through CSBA staff, approved, and then sent to Accounts.

GOVERNMENT RELEVANT LINKS

Australian Consumer Law [HERE](#)

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

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