

# OUR COUGAR FAMILY



**REFUND & RETURNS  
POLICY**





Managed by: Cockburn Basketball Association

Responsible Person: TT

Version: V1

Scheduled Review Date: 01/07/2026

## **BUSINESS AREA: Club and Governance**

### **TITLE OF DOCUMENT: Refund & Returns Policy**

### **Document Code: 031-POL-CG**

#### **Approval Of Policy/Rules Documents**

Amended by **Tyrone Thwaites**, Cockburn Basketball Association **CEO** on **28 August 2024**,

**POLICY:** Cockburn Basketball Association Board Approved and Minuted V01 on 28/08/2024 at the scheduled board meeting.

| Version | Date Approved | Next Review | Amendments  |
|---------|---------------|-------------|-------------|
| V01     | 28/08/2024    | 01/07/2026  | First copy. |
|         |               |             |             |



## REFUND & RETURNS POLICY

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

Cockburn Basketball Association (CBA) 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 where an event has been cancelled or rescheduled or where the *Australian Consumer Law* applies.

### WITHDRAWING FROM AN EVENT / PROGRAM

If after paying to attend a program you need to withdraw, please contact CBA in writing as soon as possible to request a refund. All requests for refund must be submitted in writing via email to: [participation@cougarfamily.com](mailto:participation@cougarfamily.com)

The following rules apply:

If your written request is received:

- 10 days or more before the Program commences, you will be refunded the participation fee minus an administrative fee (10% program cost), excluding any merchandise purchased and the online transaction fee charged by our provider (PlayHQ).
- Less than 10 days prior to the commencement of an event/program we will not refund participants for any reason. Following cancellation, you have no entitlement to program participation.

### INJURY & ILLNESSES

If you withdraw from a program due to an illness or injury, a medical certificate must be provided with refund request. Refund amounts due to illness or injury will be reviewed on a case-by-case basis and an administrative fee (10% of program cost) may be applied.

### INCORRECT BOOKING FOR AN EVENT / PROGRAM / COURSE

If you have booked an incorrect time, date, venue, or event / program in error, these types of purchases are generally classed as a 'change of mind'.

If you have noticed that your booking is incorrect, please email us via [participation@cougarfamily.com](mailto:participation@cougarfamily.com) ASAP so that we can amend your booking. Please note that we may not be able to guarantee your amendment, 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

In the unlikely event where a program / course / event is cancelled, we will contact you to inform you of refund options or credit procedures for the program / event. Participants will be refunded / credited the participation fee and the online transaction fee charged by our provider (PlayHQ). Please note that merchandise ordered and purchased for products are non-refundable, you will still receive items ordered.



## **PROGRAM SUITABILITY**

On occasions a program may not be suitable for a participant i.e. beyond a player's capabilities. In this instance the Competition & Programs Manager at their discretion may grant a partial refund for the remainder of the sessions or transfer the player to another suitable program.

## **MERCHANDISE RETURNS POLICY**

CBA will provide a refund or replacement product in the following circumstances only:

- a product becomes defective through no fault of the customer,
- a product does not match the description or sample,

No refund will be issued for made to order / customised orders i.e. replica singlet, WABL warm-up top,

Please email us via [shop@cougarfamily.com](mailto:shop@cougarfamily.com) for us to amend or review your order.