



Refund Policy — Adelaide Spectres Basketball Club

This policy applies to season fees, game fees, event registrations, uniforms and merchandise supplied by Adelaide Spectres Basketball Club.

1. General

- a. This Refund Policy sets out how Adelaide Spectres Basketball Club handles refunds for season fees, game fees, events and merchandise.
- b. Nothing in this policy limits your rights under the Australian Consumer Law.

2. Australian Consumer Law

- a. Our services come with guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with a service, you are entitled to cancel the service contract and receive a refund for the unused portion, or compensation for its reduced value.

3. Season Fees & Memberships

- a. Season fees and memberships contribute to training venue hire, administration and operating costs (such as equipment, website and general club expenses), and weekly team nomination or competition fees paid by the Club for the team's participation throughout the season.
- b. For this reason, season fees and memberships are generally non-refundable once the season has started, except where required under the Australian Consumer Law.

- c. Where a refund is approved at the Club's discretion (e.g., serious injury, relocation, hardship), it may be pro-rated and may exclude costs already incurred by the Club.
- 4. **Casual / Per-Game Fees**
 - a. Casual fees are charged only for games attended (or as otherwise agreed). If invoiced in error, we will correct the invoice.
- 5. **Events**
 - a. If the Club cancels an event or makes a major change, you may be entitled to a refund under consumer rights.
 - b. If you simply cannot attend, refunds are not generally provided (unless required by law).
- 6. **Uniforms and Merchandise**
 - a. If an item is damaged during delivery, please notify us as soon as possible and retain the packaging. We will arrange a replacement or refund where required under the Australian Consumer Law.
 - b. We do not offer refunds for change of mind on uniforms or merchandise.
- 7. **How to request a review**
 - a. Email adelaidespectres@gmail.com with the player name, invoice/receipt number, and reason. We aim to respond within 5 business days.