

Program Registration & Refunds Policy

POLICY STATEMENT

At BALL905 Youth Foundation, we are committed to providing a fair and transparent program registration process for all participants. We understand the importance of clear guidelines regarding refunds to ensure a smooth and efficient experience for everyone involved. Our Program Registration & Refunds Policy outlines the procedures and expectations related to program registration and refunds, ensuring that participants and their families are aware of their rights and responsibilities.

REGISTRATION PROCESS

- Prior to the start of any programs offered by BALL905 Youth Foundation, all participants must complete the registration process.
- Registration can be done through the designated registration platform or by contacting the organization directly.
- Participants must provide accurate and up-to-date information during the registration process, including contact details and any relevant medical or emergency information.

PAYMENT METHODS

- Payment for program registration can be made through the following methods:
 - a) Cash: Accepted in person at designated registration locations or during specified registration periods.
 - b) E-transfer: Details for e-transfer payments will be provided along with registration information.
 - c) Credit Card: Accepted upon request. Please contact the organization to arrange credit card payment.

REFUNDS FOR NON-REP PROGRAMS

- Refunds for non-rep programs, such as training programs or house leagues, are allowed up to 14 days before the program start date. Refund requests received after that date will not be eligible for a refund.
- To request a refund, participants or their parents/guardians must send an email to the designated contact person within the BALL905 Youth Foundation.
- A \$50 administration fee will be applied to all refund requests and will be deducted from the total refund amount.
- Refunds will be issued using the same method of payment used during registration, whenever possible.



REP PROGRAM PAYMENTS

- Rep program payments are non-refundable due to the commitment and nature of the rep basketball program (incl. league fees, gym rentals, uniforms, roster commitments, etc.).
- Participants and their parents/guardians should carefully consider the commitment required for rep programs before completing the registration process.
- **Instalment Plans:** Participants enrolled in our Rep program may have the option to pay their program fees through instalment plans. It is important to note that all instalment payments must be made by their respective due dates, as outlined in the payment schedule provided at the time of registration. Adhering to the payment schedule ensures the smooth operation of our programs and allows us to meet our financial obligations.
- **Non-Payment Consequences:** In the event that a participant fails to make payments by the specified due dates despite multiple reminders and attempts to collect payment, BALL905 Youth Foundation reserves the right to suspend the athlete's participation in the Rep program until outstanding payments are made.
- **Reinstatement:** Once outstanding payments are settled, the participant's eligibility to continue participating in the Rep program will be reinstated. We understand that unforeseen circumstances can arise, and we are committed to working with participants and their families to find suitable solutions.

PROGRAM CHANGES AND CANCELLATIONS

- BALL905 Youth Foundation reserves the right to make changes to program schedules, locations, or other program details when necessary.
- In the event that an entire program is canceled by BALL905 Youth Foundation, participants will be notified promptly, and a refund will be provided.

DISCRETIONARY CONSIDERATIONS

BALL905 Youth Foundation understands that extenuating circumstances may arise. In such cases, participants or their parents/guardians are encouraged to reach out to the organization to discuss potential alternative arrangements on a case-by-case basis.

AGREEMENT

By completing the registration process, participants and their parents/guardians acknowledge that they have read, understood, and agree to adhere to the Program Registration & Refunds Policy as outlined above.

POLICY REVIEW

BALL905 Youth Foundation may modify or update this policy. Participants will be notified of any policy updates in a timely manner.

