



## ONTARIO BASKETBALL REFUND POLICY

Refund requests related to any monies paid to Ontario Basketball (OBA) must be approved by an OBA manager or above and be accompanied by a detailed reason for the refund request submitted in writing to [info@basketball.on.ca](mailto:info@basketball.on.ca).

Once a refund has been approved it will be submitted to the Finance department for processing. All refunds will be subject to a processing fee to cover the transaction processing costs incurred. The refund processing fee is calculated as follows: refund owing less the greater of \$10.00 or three percent (3%) to a maximum of \$25.00 (excluding fees associated with OBA Championships, Ontario Basketball League and tournament play as per OBA Rules & Regulations Manual).

Affiliation fees paid are **non-refundable**.

Refunds related to coaching clinics will be provided to coaches if a clinic is cancelled, or they are unable to attend. Processing fees may apply. Coaches who wish to attend another course instead of receiving a refund can be transferred into a course within the same month upon request.

**Note:** Refunds related to an internal OBA system error will be exempt from this policy and refunded at 100%. This includes duplicate payment of the same fee in a single transaction or a separate transaction. Proof of duplicate payments must be provided. Any events cancelled by OBA will be refunded at 100%.

All refund requests made after an event or season has occurred will be denied.

No refunds will be issued after the OBA fiscal year-end (August 31) and once financial statements have been filed.

Issuance of approved refunds will occur weekly, by end of day on Friday with the exception of holidays. If a holiday falls on a Friday the refund issuance will occur on the proceeding Monday.

All refunds will be reviewed on a case by case basis.