



**CITY OF LEEDS
BASKETBALL
CLUB**
EST: 2007

REFUND POLICY

At the City Of Leeds Basketball Programme, we strive to provide an enjoyable and rewarding experience for all our young athletes. We understand that circumstances may arise where a refund of fees or expenses may be necessary. This refund policy outlines the guidelines and procedures for requesting and obtaining refunds. Please read this policy carefully to understand your rights and responsibilities.

1. Registration Fee:

1.1 Registration fees are non-refundable unless otherwise stated explicitly in writing.

1.2 In exceptional circumstances, such as a season cancellation or a documented medical condition preventing participation, the registration fee may be eligible for a partial or full refund at the discretion of the Directorship.

2. Kits and Equipment:

2.1 Once kits and equipment have been ordered or provided to the participant, they are non-refundable unless they are faulty or not as described.

2.2 Any requests for refunds or exchanges due to defective items must be made within 7 days of receiving the item.

3. Programme Fees:

3.1 Programme fees cover the cost of coaching, facility rental, league participation, and other related expenses.

3.2 If a participant withdraws from the program before its commencement, a refund of programme fees may be available based on the following schedule:

- Withdrawal more than 28 days prior to the start date: 50% refund.

- Withdrawal within 28 days of the start date: No refund.

3.3 If a participant withdraws from the program after its commencement due to extenuating circumstances, such as a serious injury or relocation, a prorated refund may be available at the discretion of the Directorship.

3.4 Requests for programme fee refunds must be made in writing to the City Of Leeds Basketball Programme Directorship, providing relevant supporting documentation if applicable.

4. Community Sessions, Clinics, Camps, and Tournaments:

4.1 Fees for community sessions, clinics, camps, and tournaments are non-refundable unless otherwise stated explicitly in writing.

4.2 In the event of programme cancellation by the City Of Leeds Basketball Programme, a full refund will be issued to registered participants.

5. Refund Request Procedure:

5.1 All refund requests must be submitted in writing to the City Of Leeds Basketball Programme Directorship.

5.2 Refund requests must include the participant's name, session/clinic/tournament name, date of withdrawal, and the reason for the refund request.

5.3 Supporting documentation, such as medical certificates or relocation proof, may be required for certain refund requests.

5.4 Refund requests will be processed within 14 days of receipt.

5.5 Approved refunds will be issued in the original form of payment, unless otherwise agreed upon by both parties.

6. Disputes and Exceptions:

6.1 All refund decisions made by the City Of Leeds Basketball Programme Directorship are final.

6.2 In exceptional circumstances not covered by this policy, the Directorship reserves the right to make decisions on a case-by-case basis.

By participating in any City Of Leeds Basketball Programme activity, you acknowledge and agree to abide by the terms and conditions outlined in this refund policy.

If you have any questions or require further clarification regarding this policy, please contact the City Of Leeds Basketball Programme Directorship.

Note: This refund policy is subject to change at the discretion of the City Of Leeds Basketball Programme. Any updates or modifications will be communicated to participants in a timely manner.