

1. Cancellation, Refunds and Credits Policy applies to participation fees for ABA programs only.
2. Cancellation requests must be received by the ABA office prior to the start of the program by either email info@basketballalberta.ca or nhoy@basketballalberta.ca or call 780-427-9044
 - a. Refunds will be granted on cancellation requests received 7 days prior to the first day of the registered program (including a try-out or assessment for the program). All refunds may be subject to a processing fee of \$25.00 to cover the costs incurred to process transactions.
 - b. A 50% cancellation fee will be levied on all cancellation requests received between 1 and 6 days prior to the first day of the registered program (including a try-out or assessment for the program).
3. Once a program has begun, refunds will not be granted except in the case of extenuating circumstances.
 - a. In case of injury or illness that occurs prior to the first day of the registered program, full refunds will be granted when accompanied by a medical note.
 - b. Partial refunds may be granted in case of extenuating circumstances on or after the first day of the registered camp. Medical notes are required for all refunds requested on the basis of injury or illness.
 - c. All refunds are subject to a \$25.00 processing fee
4. Once the applicable cancellation fee has been levied, you have the choice of receiving a refund or credit.
 - a. If an event, program or clinic has been cancelled by the ABA, the payee will have the option of a full refund or a credit towards a future event, program or clinic.
 - b. If the original payment was by credit card, refunds will be credited to the card used for the original payment.
 - c. If the original payment was by cash or etransfer, you will be refunded by etransfer. This process takes 2-4 weeks.
 - d. If you choose to have a credit applied to your account, the amount will be applied and may be used towards camps or other programs and services offered by Alberta Basketball.
5. ABA membership fees and/or Canada Basketball Registered Participant fees (membership) that are collected at the time of program registration are NOT eligible for refund under this policy.