

Refund Policy

All requests for refunds will be reviewed on a case by case basis. Approved refunds will be submitted to accounting for processing. All refunds may be subject to a processing fee \$25.00 to cover the costs incurred to process transactions.

Requests for refunds related to any monies paid to the Alberta Basketball Association (ABA) must be submitted in writing to info@basketballalberta.ca accompanied by a detailed reason for the refund requested.

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.

Requests for refunds pertaining to the ABA programs must be received within the first two weeks of the program's commencement. No refund requests will be accepted post-event or after the first two weeks of the program's commencement.

Requests for refunds related to internal ABA system error (e.g, duplicate payment of the same fee in a single transaction or a separate transaction) will be fully refunded at 100% (with no processing fee), and must include proof of duplicate payment.

No refunds will be issued after the ABA fiscal year-end.

Board Approval and Review –

- Policy reviewed by the ABA Staff in April 2020
- Policy approved by the ABA Board of Directors in June 2020
- Policy will be reviewed again in July 2021