



# Baseball Victoria REFUND GUIDELINES

## REGISTRATION REFUNDS

### Eligibility for Refunds

Baseball Victoria (BV) only refunds registration fees (or parts thereof) in the following circumstances:

- (a) the player has not participated in a game for their club. Upon participating in one match for the club, BV is under no obligation to make a refund,
- (b) as required by statute, such as in accordance with state and/or federal consumer protection legislation.

### Procedure for Recovery of a Refund

Where a player is eligible for a refund under clause (a) above, a player will be required to comply with the following steps prior to BV being liable to pay the refund to the player:

- (a) the player must complete the Baseball Victoria Refund Request Form,
- (b) forward the complete form to Baseball Victoria: [finance@baseballvictoria.com.au](mailto:finance@baseballvictoria.com.au)

BV reserves the right to audit any application made by a player for a refund to satisfy itself that the player is eligible for a refund.

### Payment of Refund

Approved refunds will be refunded to the nominated bank on the refund request form.

### Exceptional Circumstances

Baseball Victoria may consider any refund request received in writing via the BV Refund Request Form where exceptional circumstances exist. Baseball Victoria may agree to issue a refund by approval of the BV CEO.

## EVENT REFUNDS

Refunds for events are at the discretion of the Baseball Victoria CEO.

# BASEBALL VICTORIA REFUND REQUEST



Club where registration is held	
Member Name as listed in database	
Email used for registration	
Date of Birth	
Date of Transaction	
Order Number	
Products purchased for refund	Amount/s

## Account for refund to be paid into

Account Name	
BSB	
Account Number	

## Reason for refund request:

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## BV OFFICE ONLY: APPROVED

☐ YES ☐ No

## REFUND AUTHORISED BY

## REFUND PROCESSED

## COMMENTS:

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