



Baseball Victoria REFUND GUIDELINES

REGISTRATION REFUNDS

Eligibility for Refunds

Baseball Victoria Fees

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

(a) the player has not participated in a game for their club. Once a player has participated in a match, BV is under no obligation to provide a refund;

(b) as required by statute, such as in accordance with state and/or federal consumer protection legislation.

*If BV approves a refund, a \$5 deduction per registration will apply to cover GameDay's transaction fees. This fee will be waived for registrations for Age 9 and below.

Baseball Australia Capitations

Refunds of Baseball Australia (BA) capitation fees are only considered in exceptional circumstances, such as double payment or illness/injury where the member has not participated in any game or training session.

*BA charges a \$3 administration fee for each refund.

Refund Request Procedure

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) email the complete form to Baseball Victoria: 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.

Refunds for BA Capitations

The same form needs to be completed and emailed to finance@baseballvictoria.com.au. BV will then lodge the request with BA on behalf of the individual member.

Payment of Refund

Approved refunds will be processed to the original payment card used at the time of registration. If that is unavailable, the refund will be issued to the nominated bank account provided 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 paid

Please be advised that a processing fee of up to \$8 will be deducted from the refund to cover GameDay's processing charges.

Nominated bank account for use if card refund is unavailable

Account Name	
BSB	
Account Number	

Reason for refund request:

BV OFFICE ONLY: APPROVED	☐ YES ☐ No
REFUND AUTHORISED BY	
REFUND PROCESSED	
COMMENTS:	