

AWA Alliance Bank Stadium

20 Crows Rd Belmont 3216

03 5277 1388 | geelongunitedbasketball.com.au

GUB Refund Policy

For any payment or refund, Geelong United Basketball would prefer to direct deposit into your bank account by Electronic Funds Transfer.

A Direct Deposit Authority form will be issued by GUB administration staff for your completion.

A \$5 administration fee will be charged on all refunds.

Play HQ Voucher Codes

Generally speaking, voucher codes issued by GUB for fees paid for use when registering on Play HQ are non-refundable nor are redeemable for cash/EFT.

However, we can consider requests for refunds in certain exceptional circumstances.

We are in a unique situation with the COVID-19 pandemic and we understand any significant economic or health related impact.

The process/conditions for individual refunds are as follows:

- Individual refund requests need to come through the association via Finance Manager Vicki King (vking@geelongunitedbasketball.com.au) or Competitions Manager Chantal Nelson (cnelson@geelongunitedbasketball.com.au)
- The player needs to have played in one (1) or zero (0) games
- A valid and legitimate reason must be provided
- GUB must be able to verify the games total claim and have received the reason for refund request to the appropriate person(s) before GUB considers the request for refund
- Bank details provided via Direct Deposit Authority for an approved refund to be processed

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