



Burlington Basketball COVID-19 Refund Policy

July 2020

Given the uncertainty associated with the effects of COVID-19 on the upcoming season, Burlington Basketball (BB) is implementing a refund policy to address the potential circumstance where all or part of a program is cancelled due to COVID -19.

Our COVID-19 Refund Policy is as follows:

- Should the season be cancelled prior to a program's first practice/session (before uniform and basketball distribution) BB will refund the registration fee for the program, less a \$50 administrative fee.
- Should the season be cancelled after the start of practices/games (after players have received their uniform and basketball) BB will calculate a pro-rated refund based on the number of weeks of the program missed, less a \$50 administrative fee and a \$40 equipment fee.
- Should there be a pause in the season, where sessions have been cancelled but there is expectation that the season will resume, BB will wait until the end of the season (or the complete cancellation of the season) and then pro-rate refunds based on the number of weeks missed, less a \$50 administrative fee and a \$40 equipment fee.
- Where refunds are calculated on a pro-rated basis, by default BB will not issue payment, but rather will issue a credit to the family's Athelink account (to be used towards a future program). However, if a family would prefer to have a payment issued for their refund, that will be done upon request. Details on requesting a refund will be provided when notification of refund calculations are issued.