**Southern Basketball Association (SBA) Refund Policy**

**“The Cage” Training Experience**

Our refund and exchange policy complies with the Australian Consumer Law (ACL).

The SBA is not required to provide a refund if you change your mind.

If there is an issue with our equipment we will offer an alternative training time of your choosing, or a refund, whichever is deemed appropriate.

For more information regarding your consumer rights and guarantees we recommend you visit the ACCC website.

**SBA Terms and Conditions:**

1. We require full payment at time of booking.
2. You can modify the number of participants, up to close of business on the day prior to your booking.
3. Cancellations–
* If you cancel your booking **more than 24 hours** prior to the day of your booking, you will have the choice to re-book for an alternative date (subject to availability) or receive a refund
* If you cancel your booking **less than 24 hours** prior to the day of your booking, no re-book or refund will be permitted.
1. As per the Australian Consumer Law, the SBA will provide a re-book or refund (whichever SBA deems appropriate) to the same value, if the SBA finds it necessary to cancel sessions/participation in “the Cage”. Please note there is no refund or re-book available should a participant feel ill, get injured or change their mind.
2. Upon arrival at the stadium, it is the responsibility of the Customer to provide proof of their booking details before proceeding to “The Cage”.