

BASEBALL QUEENSLAND MEMBERSHIP CAPITATIONS REFUND POLICY

VERSION 5.0 July 2025

Approving authority	Baseball Queensland Board of Management
Approval date	18 July 2025
Next scheduled review	01 June 2026
Relevant policies	Membership terms and conditions
Related documents	Age Matrix

The following policy refers only to capitations collected by Baseball Queensland (BQ). The Game Day Registration Software pays each level of administration their individual fees at point of sale. This means Baseball Queensland makes no decisions on refunds regarding the Baseball Australia capitations, or Region or Club Membership fees. Please refer to each relevant entity for their respective refund policies: accounts@basebal.com.au

1. STANDARD MEMBERSHIP TERMS (Standard Terms)

- 1.1 Membership Capitations paid to Baseball Queensland are non-refundable and non-transferable.
- 1.2 Baseball Queensland will not provide pro-rata fee refunds for Capitations and Player Registration program fees after a participant has appeared in a game or participated in training or practice.
- 1.3 Memberships registered after the start of a season will not be processed on a pro-rata basis and are charged at the price listed on the database.
- 1.4 Baseball Queensland may, by action of a duly appointed tribunal, revoke a participant's membership for breaches of our rules or codes of conduct. In this case any fees paid are forfeited by the member.
- 1.5 BQ will not consider applications to "upgrade" a tournament membership or any other short season membership to a full season membership once a participant has played a game under that short season tournament membership. Please consider this at the point of purchase.
E.g. a participant uses a short season/tournament membership to play in a tournament and because of that tournament the participant is selected to represent Queensland. That participant will then need to pay the full fee full season capitation to participate in the National Championships – no upgrade from short season membership to full season membership by paying the difference between the program fee and membership capitation will be allowed.
- 1.6 Where an affiliated Club or Region declines a participant's membership application prior to that participant appearing in any games and the Club or Region can demonstrate this action was taken in compliance with the Club or Region's constitution, BQ will provide a full refund without charging any admin processing fees. Note: the GameDay processing fee will be retained automatically by GameDay.
- 1.7 Baseball Queensland may consider any membership capitation refund request received in writing where exceptional circumstances exist.

- 1.7.1 Baseball Queensland may agree to issue a refund only by approval of the BQ CEO.
- 1.7.2 If a refund is processed, this will be refunded to the card on which payment was initially made.
- 1.7.3 BQ will charge a \$5.00 admin processing fee on all refunds.
- 1.7.4 The GameDay processing fee is automatically retained by Game Day for any refunds.
- 1.8 Refunds under the Standard Terms will not be considered where:
 - 1.8.1 the participant takes part in any practice, demonstration game, league play game, or tournament game prior to applying for a refund or while a refund application is pending.
 - 1.8.2 The participant lodges any claim with BQ's Insurance Agent – membership must be current and active for any claim to be valid.
 - 1.8.3 the participant selects a short season membership, plays under that membership, then decides to play a full season – please consider this at point of purchase.
- 1.9 Any refund processed withdraws and cancels that member's membership status from the date the refund is processed, prohibiting further participation without purchase of additional/renewal of membership (at full price).

2. **PANDEMIC RELATED REFUNDS** (Exceptional Circumstances)

- 2.1. Where Government restrictions or Baseball Queensland act to prohibit the delivery of a planned competition or event prior to commencement of that competition, members are eligible to apply for a full refund of the BQ component of their fees. No admin processing fee will be withheld in this situation, however the GameDay processing fee will be automatically retained by GameDay.
- 2.2. In situations where Government restrictions or Baseball Queensland act to prohibit the delivery of a competition or event after the season/competition has commenced but prior to half of that season elapsing, members can make an application for pro-rata fee refunds less a \$5.00 admin processing fee.
 - 2.2.1. Refunds will not be payable after half of any competition has elapsed, regardless of how many games the member participated in.
 - 2.2.2. Where the member participates in multiple seasons, eg Summer 2025/26 followed by Winter 2026, no refund will be payable after half of the earliest season (Summer 2025/26) has elapsed.
 - 2.2.3. Masters program, Short Season Adult, Short Season Junior, Aussie T-Ball, Baseball5, Slick Sixes, Challenger, 2-4 year old, and Tournament Fees: These fee types are non-refundable once the participant appears in a league/competition game, practice, or session.

Version No	Developed/ Modified by	Content authorised by	Approving Officer	Date of Effect	Last Reviewed
1	Gareth Jones	Board of Management	Board of Management	09-05-2020	
2	Gareth Jones	Board of Management	Board of Management	June 2022	May 2022
3	Danica Trotter/Gareth Jones	Board of Management	Board of Management	13-11-2023	July 2023
4	Danica Trotter/Gareth Jones	Board of Management	Board of Management	03-12-2024	03-12-2024
5	Danica Trotter/Gareth Jones	Board of Management	Board of Management	18 July 2025	18 July 2025