HALFCOURT HOOPS FINALS BENDIGO

REFUND POLICY

Halfcourt Global Pty Ltd ACN 698 923 689

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1. About this policy

This Refund Policy is an event-specific policy which applies to the Halfcourt Hoops Finals tournament series held in Bendigo, Victoria on 28 November 2026 and 29 November 2026, and to all basketball tournaments, competitions and events run, facilitated, organised or administered by Halfcourt Global Pty Ltd (Halfcourt, we or us) on those days (each an **Event**). It applies in addition to the Halfcourt Event Terms & Code of Conduct, the Halfcourt Terms and Conditions of Use and the Halfcourt Privacy Policy. To the extent of any inconsistency relating to refunds of entry fees for these Events, this Refund Policy prevails.

2. Entry fees

Entry is $10 per person per Event, except the Halfcourt Hoops Grand Final, which is $45 per person. Entry fees are payable through the Halfcourt app, are in Australian dollars and include GST.

3. Identity verification

We may ask you to verify your identity and provide additional personal information for the purposes of verifying your entitlement to, and processing, a refund. Any information you provide will be handled in accordance with our Privacy Policy.

4. If you cancel your entry

You may cancel your entry in the app at any time up to 24 hours before your Event's scheduled tip-off and receive a full refund of your entry fee. Refunds are paid to your original payment method.

5. No-shows and late arrivals

If you cancel within 24 hours of your Event's scheduled tip-off, do not show up, or arrive more than 10 minutes late or after tip-off (whichever comes first), or withdraw after tip-off for any reason (including injury), your entry is automatically forfeited and no refund is payable.

6. Team events

Entry fees are per person. If your team forfeits because a teammate is absent or late, no refund is payable to any member of the team. You may transfer your entry to an eligible substitute player up to 2 hours before tip-off. Transferred entries are not refundable.

7. Removal or disqualification

If you are removed from an Event, disqualified, or your team's results are cancelled because of a breach of the Event Terms & Code of Conduct, no refund is payable, consistent with those terms.

8. If we cancel or reschedule

If Halfcourt or the venue cancels an Event, you will receive a full refund of your entry fee or, at your election, Wallet credit. If an Event is rescheduled and you cannot attend the new time, cancel your entry in the app before the new tip-off and you will receive a full refund.

9. Payment errors

Payment errors, including duplicate payments, will be refunded to your original payment method. Contact support@playhalfcourt.com with your transaction details.

10. Under 18s

You must be at least 13 to register through the Halfcourt app. By registering for an Event, players under 18 represent that their parent or guardian has consented to their entry and the payment of the entry fee, in accordance with the Event Terms & Code of Conduct.

11. Your consumer rights

Nothing in this policy excludes, restricts or modifies your rights under the Australian Consumer Law. If an Event is not provided, or is not provided with due care and skill, you are entitled to the remedies the law provides, which may include a refund. This policy is governed by the laws of Victoria, Australia.

12. Refund processing

Refunds to a payment method are processed within 5 business days. Your bank or card provider may take longer to show the refund.

13. Questions

Contact us at support@playhalfcourt.com.