

## MENA Basketball Foundation Refund Policy:

### Refund Eligibility:

- a. Registration fees are non-refundable except in the following circumstances:
  - i. The participant is unable to participate due to a medical condition, in which case a medical certificate must be provided.
  - ii. The participant is relocating to another city or country, in which case proof of relocation must be provided.
  - iii. The program is cancelled by MENA Basketball Foundation due to unforeseen circumstances.

### Refund Amount:

- a. Refunds will be issued for the remaining portion of the program fees paid after the deduction of a \$100 administration fee.
  1. b. Refunds will be issued by MENA Basketball Foundation within 30 days of receipt of a refund request.

### Refund Requests:

- a. Refund requests must be made in writing to the MENA Basketball Foundation office via email or letter.
  2. b. Refund requests must include a reason for the refund request and any supporting documentation.

### Appeals Process:

- a. If a refund request is denied, the participant or parent/guardian may appeal the decision in writing to the MENA Basketball Foundation Board of Directors within 14 days of the denial.
  3. b. The decision of the Board of Directors will be final and binding.

### Non-Discrimination:

4. a. MENA Basketball Foundation will not discriminate against any participant based on race, colour, religion, national origin, sex, age, or disability in the administration of its refund policy.

This refund policy complies with the laws of Calgary, Alberta, Canada. MENA Basketball Foundation reserves the right to amend this policy at any time without prior notice.