



PARENT-PLAYER

INFORMATION

HANDBOOK



1. WELCOME

Welcome to the Casey Junior Cavaliers Representative program. This booklet is designed to provide parents of players selected to play with the Casey Cavaliers (Cavaliers) an overview of the program but is by no means exhaustive. The Cavaliers are the representative teams of the Casey Basketball Association (CBA).

The Cavaliers field both male and female teams that play in the Victorian Junior Basketball League (VJBL). This is the elite level of basketball in Victoria, featuring the best and/or promising players in the state of Victoria. The VJBL is the affiliated competition of Basketball Victoria.

It should be noted that pathways to play in the best competitions in the nation, i.e. the NBL, WNBL, NBL1 or Big V usually go through a Representative Program such as the one operated by the Cavaliers.

Our values are: [Professionalism, Respect, Integrity, Diversity, Engagement](#)

Cavaliers players will be given the opportunity to develop their skills and be the best they can be on the court, while developing personal, social and team values. Including:

- A) Commitment
- B) Perseverance
- C) Personal Responsibilities within the Group
- D) Team Work
- E) Respecting the Rules
- F) Respecting Others
- G) Learning to Compete
- H) Following Instructions
- I) Sportsmanship

2. ABOUT US

Casey Cavaliers first entered the VJBL 25 years ago under the name, Cranbourne Comets. Over the years, there have been multiple name changes before becoming the now, Casey Cavaliers. We currently have over 40 teams competing in the VJBL.

Seven years ago, our Association changed from Cranbourne District Basketball Association to Casey Basketball Association. Since then the Association has excelled both on and off the court.

This has been acknowledged by our governing body and league administration with the following awards.

- Basketball Victoria Association of the Year in 2014
- BIG V Club of the Year 2017
- Basketball Victoria Runner up Association of the Year in 2018
- Basketball Victoria Association of the Year in 2019
- Basketball Victoria Junior Program of the Year in 2019
- VJBL Large Association of the year in 2019

The CBA Management and Junior Cavaliers Committee (JCC) are responsible for the day to day running of the program on behalf of the CBA. The JCC has no responsibility for the organisation or running of the domestic competitions. This is the responsibility of the CBA Management and Domestic Council.

Our Basketball Development Manager (BDM) and coaching staff will be responsible for your child's basketball development.

Team Managers will be appointed to your child's team by the JCC in conjunction with the team coach. Team managers will be responsible for the team organisation and relaying information to families such as special events, games and tournament information, rosters, senior game duty, game and practice times, etc.



3. COMMITMENT

All returning Cavaliers representative players U12-U18 are required to play in the Casey domestic competition for both the summer and winter seasons and qualify for finals. All players are required to be playing in their rightful age group and play enough games to qualify for finals.

Players may seek special consideration to this rule by applying to the JCC in writing to cavaliers@caseybasketball.com.au

If a player is new to Cavaliers, they are required to be playing in the Casey domestic competition by the winter season and play enough games to qualify for finals. Failure to meet these requirements, may affect their eligibility to play for the Cavaliers.

All teams/players are to practise each Sunday for approximately 2 hours, and a mid-week practise of 1 - 1 ½ hours.

If your child is selected to play with the Cavaliers, gaining and then holding a place with a Cavaliers team each year is always dependent upon their performance and their development as an elite basketballer. Players must endeavour to improve at the rate expected of them by their coach and BDM to hold their place in the program.

Players should continue to work on their game outside of official trainings. It is highly recommended that players attend Cavaliers Advantage program, to assist with skills and basketball concepts.

All Cavaliers teams participate in one compulsory tournament- South Eastern Junior Basketball Tournament on Labour Day weekend in March.

All tournament entry fees are covered by the season registration fees.

4. PLAYING PHILOSOPHY OF THE CASEY CAVALIERS

The Cavaliers playing philosophy is based upon teaching players, HOW TO PLAY THE GAME.

Defensively, all Cavaliers junior teams will be taught how to play man to man "PAC" defence, with some zone concepts being introduced at U16's. This is the accepted best practices around the world for teaching players how to play the game.

Offensively, the players will be taught our "Casey offensive system" with sound principles being "layered in" over their possibly 10-year time with the Cavaliers. Beginning with 5 out concepts and graduating to 2 and 3 a side action. Casey Basketball have chosen this system to best align our athletes with Basketball Victoria and Basketball Australia High Performance & Pathways.



How We Practise

Cavaliers representative program has set its goals high. We aim to have our teams playing in the highest possible division on a consistent basis. In order to do this, we must be elite in everything that we do. Every team and its staff along with parents need to be held to the same standards in order to achieve our goal.

Cavaliers NON-NEGOTIABLES

Coaches

- Embrace and emphasize the Casey System of Play & Language
- Planned sessions
- Stay on task
- Elite communication
- Coaches eye
- Great body language

Athletes

- Practise elite practice standards
- Compete every possession
- Great body language and positivity
- Elite communication
- Listen with your eyes
- Put into action what the coach instructs
- Sprint in and out of drills & huddles
- Participate in every rep / if you are on the sideline you are coaching or cheering
- **DO NOT INTERRUPT THE PRACTISE BEFORE OR AFTER YOURS. THIS INCLUDES BOUNCING OF BALLS AND EXCESSIVE NOISE.**

Parents

- Practise good supporter habits
- No coaching from the sideline [this hurts your child]
- No undermining of the coach on the ride home
- Controlling other children if they are in the venue. This is distracting to your child's development. [noise, basketballs and running up and down the sideline]

5. COMPETITION (SUBJECT TO CHANGES DUE TO COVID-19)

The competition is split into 3 Phases:

- A. Spring Phase - runs from October to November and is used for team tryouts and practice games.
- B. Grading Season - runs from November to March
- C. Championship Season - runs from March to September.

Player placement will be determined based upon their age, ability and the positional (i.e. Guard, Forward, Centre) needs of the team, in conjunction with their age group requirements. Coaches and the coaching panel will be responsible for determining their selection into the program and ongoing playing time.

Team grading is set for the championship season by performances during the grading season. Initial grading is nominated by the VJBL. Teams can either retain their grade or be moved to another grade depending upon their performances.

Age grading is determined by the player's age as at the 31st of December.

Each team usually consists of 10 players.



6. COURT TIME

The amount of court time given to players varies according to the team needs, individual performances, strategies & tactics employed by the coach or coaching panel. Due to the nature of representative basketball, players cannot be guaranteed equal court time. However, parents who are concerned with their child's role on the team should arrange a suitable time after Sunday morning practise to discuss the matter politely, with their coach and/or age group head coach and/or program coordinator.

Under no circumstances should you approach your coach on game night.

7. PRACTICE SESSIONS

All Teams are to practise each Sunday for approximately 2 hours and attend a mid-week practice session of 1 - 1 ½ hours. There will also be some occasional elite practice sessions in terms 2 and 3 school holidays. Costs are included in your registration fees.

For 2020/21 season, all 1st and 2nd teams from U12 – U16 will have an additional 5 sessions to help prepare for grading. These will take place on the 14th, 21st December 2020, and 11th, 18th, and 25th January 2021.

Practices will take place at Casey Stadium, Kambrya College and other venues within the City of Casey when required. Players are to arrive 15 minutes before their scheduled practise time and be mentally prepared for rigorous and challenging practice sessions.

Players are required to wear their Cavaliers reversible practice singlet, plain navy-blue shorts and preferably Cavaliers socks. Failure to do so, could see your child having to sit out of practice. All players should ensure they have a basketball, appropriate footwear and enough water for the practice session.

Coaches reserve the right to NOT play players who do not practise, or do not put in sufficient effort during practice.

8. ADDITIONAL PRACTISE SESSIONS

Discounted school holiday clinic style program that is for Cavalier representative athletes only.

Casey Select is a scholarship program where identified athletes (by the BDM) attend free additional practice sessions. Casey Select is based on the U14 and U16 age groups.

Casey Advantage is available to all cavaliers' athletes which will assist with skill and concept development. This program is charged term by term registration.



9. COSTS

Player Registration Fees

Cost \$572.00 - (includes but not limited to):

- VJBL registration
- weekly practices
- Discounted elite training sessions
- administration costs
- \$25.00 fundraising levy
- Entry fee to South East Junior Basketball Tournament (SEJBT)
- Education pack
- Practise game (excluding door entry) – 18/12/20

A deposit of \$272.00 is required at registration (no later than 18th December 2020).

Once a player accepts a position and pays their deposit, they are liable for the full fees of \$572.00.

Registration is a total of \$572, as due to timing of the first practise game we have included the game fee of \$12 to the total amount payable to avoid cash handling.

Fees of \$572 are made up of:

\$525	Fees
\$25	Fundraising Levy
\$10	Education Pack
\$12	Practise Game – 18/12/20

Players have the following payment options-

1. Full payment of \$572 (minus credits) due by 18/12/20.
2. Deposit of \$272 (minus credits) due by 18/12/20, \$300 full payment by 31/1/21
3. Deposit of \$272 (minus credits) due by 18/12/20. The remaining \$300.00 is payable in three monthly instalments of \$100 on the following dates – 20/1/21, 20/2/21, 20/3/21

Payments can be made via credit card at the stadium during domestic competitions, by phone during business hours or via direct transfer to CBA's bank account. By selecting option 2 or 3 you agree to sign up to Westpac PayWay (a link will be sent to you), whereby a registration to either a bank account or credit card will be given to automatically have the funds above taken on due dates in 2021.

Please read our refund policy before committing as no refunds are available for change of mind (See Refund Policy, available at www.caseybasketball.com.au).



Weekly Playing Fee (SUBJECT TO CHANGES DUE TO COVID-19)

Player registration fees do not cover weekly game fees, door entry, tournaments other than the SEJBT and some training and program costs.

These costs are in addition to the player registration fees.

VJBL are yet to determine the cost of each weekly game fee. Depending on their decision the weekly game fee may vary between:

1. \$12 game fee paid to your Team Manager, and door entry paid at the venue you are playing at for all players and spectators.

Or

2. \$18-\$20 game fee paid to your Team Manager, and NO door entry paid by anyone.

Failure to make payment to the Team Manager will result in the athlete being unable to play until payment is made.

Uniform Package

It is compulsory for all new players to purchase the full uniform package at the cost of \$335.

Photos

During the season, there will be a photo day where team and individual photos will be taken. The purchase of these photos is optional.

Annual Presentation Day

At the end of the season the Association will host a presentation day. It is an expectation that all players attend this day. Although this day will be partly subsidised by the Association, there may be an additional charge associated with this day.



10. SPORTS INJURIES

Your child will now be playing a minimum of two matches per week (one representative, one domestic) and practise for around three—four hours per week. This can place stress on young bodies, and injuries can occur during practice or matches. The coaches and coaching panel are well aware of the potential for sports injuries and will place your child's welfare as a priority. If you have concerns regarding your child's health, please discuss them with your coach or team manager.

If your child does sustain an injury and is unable to play and/or train for a period of time, they are still expected to attend the games to support their team and practice sessions. Although your child will not be practising, by attending, they will be exposed to the drills and game plays taught. It is also highly recommended that you provide a medical certificate outlining your child's injury and how long they will be unable to play/practise for. Medical certificates may be needed for players to qualify for finals under VJBL rules should they not have played enough games.

If you are in need of a physiotherapist, Cavaliers highly recommend visiting the team at Physioworks Health Group. They have clinics available in Cranbourne, Berwick, Pakenham and more.

Head to www.physioworkshealthgroup.com.au for more information.

11. RESULTS

Game results can be found on the Cavaliers website www.caseybasketball.com.au and simply click on the VJBL link. This website will also have all required news throughout the season, including association and team news.

12. UNIFORMS

Playing Uniforms

Cavaliers playing uniform is the same throughout our entire junior program. This is the only uniform allowed. The alternative side of the playing singlet will be used should there be a colour clash with the opposing team. All Cavaliers players MUST wear the correct playing uniform as required by the VJBL when representing the Cavaliers. If the correct uniform is not worn, the player will not be able to play.

Correct playing uniform means

Cavaliers playing jersey and shorts, Cavaliers socks, Cavaliers hoodies (worn to and from games when cold) and warmup tops (worn to and from games and during the warmup prior to the game). If a player chooses to wear compression pants, tops or knee pads, they are to be black in colour with no visible logo.

Practice Uniform

Cavaliers practice uniform is compulsory for all practice sessions. This is the only uniform allowed. In the event that the correct uniform is not worn, the player will not be able to train.



Correct practice uniform means

Cavaliers branded practice singlet, plain navy-blue shorts, Cavaliers hoodie, and it is suggested that players wear Cavaliers socks.

The uniform package consists of all the required items for playing and practice. Playing uniform (shorts and reversible top), warm up top, practice top (reversible) and shorts, backpack, socks and hoodie.

The uniform package is compulsory. These purchased items will remain the property of the player. It is also the responsibility of the player to ensure that they bring their uniform to each game and that it is maintained in excellent condition. Uniform items can be purchased at Casey Stadium during competition times. Please note: Allocation of player uniform numbers is allocated by Casey Basketball and requests for numbers will not be taken.

Second-hand uniform

You cannot purchase a second-hand uniform unless it has been approved by the Junior Cavaliers Committee. In doing so you may need to outlay funds as clashes may occur in the program.

Backpack Labelling

As directed by our supplier, it has been deemed inappropriate to embroider the backpack, as it may ruin it if done incorrectly. Alternatively, you may print your name and number on your bag with a white vinyl print.

The print MUST conform with the following guidelines:

- Comply with the below size:
 - 18mm high per letter, 40mm high per number
 - This is not the minimum or maximum, letters must be this size, unless approved by the Casey Basketball office. Exemptions may be permitted for longer names.
- It is compulsory to use the font 'Machine BT/MACHINEN', this font can be obtained from the Junior Cavalier committee or by emailing marketing@caseybasketball.com.au
 - NO other fonts are permitted
- Letters and numbers must always be white

Our supplier (Impact Sports Promotions) can complete this for any member for only \$8 per bag (As at August 2020. Costs may vary over time). If you would like to utilise this service, you can contact them via:

sales@impactsp.com.au

All athletes new to the program will have their bags labelled upon purchase.

If you have any queries or concerns, please contact the Junior Cavaliers committee via email:

juniorcommittee@caseybasketball.com.au





13. PARENT INVOLVEMENT

When your child is selected to play representative basketball for the Cavaliers, parents & families are an integral part of the Cavaliers program and you will be required to:

- Score at Friday night games on a roster system.
- Help and encourage your child through hard practise and competition.
- Help make Cavaliers a strong club by supporting all of its basketball activities from under 12 to senior levels.
- Help your team (e.g. team manager, scoring when rostered, providing carpooling etc. when required).
- Help your team by providing enthusiastic and fair support at games [see Codes of Conduct].
- Help support the Cavaliers by supporting its special events.

Being involved will help your child become integrated into the Cavalier's. It is also good fun, with plenty of opportunities to meet other parents and enjoy social events.

Team Huddles

Parents are not permitted to attend/participate in team huddles before or after games. Parents must give the team space. After games, once the post-game team huddle is complete, then parents can approach the playing group.

14. ISSUES AND CONCERNS

If you have any concerns, do not hesitate to speak to your team manager/coach, who will be able to guide you to the person you need to contact.

For any coaching issues, please organise a time to meet with your coach after practice on a Sunday. Please do not approach the coach with any issues on Friday night.

If you don't feel you have received a satisfactory answer your escalation path is:

1. Age group head coach
2. Relative director of coaching
3. cavaliers@caseybasketball.com.au

For any issues other than coaching-

1. Contact Program Coordinator. This must be done in writing to cavaliers@caseybasketball.com.au.

If you have any concerns with scores, fixturing or anything associated with VJBL, please direct these concerns to the Cavaliers Delegate via email cavaliers@caseybasketball.com.au.

VJBL do not want to be contacted by anyone but the club delegate. Fines are directed to the club, should they be contacted by anyone other than the club delegate. These fines will be forwarded to the relative person.

15. SENIOR CAVALIERS PROGRAM

During the Senior Cavaliers season, each U/12 and U/14 team will be required to do duty at a BIG V game at least once, however your team may be required on other occasions. Duties will include floor sweeping during the game, high fiving the Casey players onto the court at the beginning of the game, and other small jobs the committee may delegate to them, to help ensure the event runs smoothly. This is an exciting experience for our junior players as they get the opportunity to be part of the Senior Cavaliers game day.

Players and Team Managers that are involved in the floor sweeping are free to enter, however please be aware all other parents and spectators will be required to pay a \$2.50 entry fee [1/2 price].



16. COMMUNICATIONS

All communications about upcoming events and programs will be communicated via TeamApp. Your child will be placed into their team group upon accepting registration. The email used to officially register your child into the program will be used when allocating their team group on TeamApp.

No other social media platform is to be used by members for team communication.

If you are concerned that you are not receiving this information please contact CBA via marketing@caseybasketball.com.au

17. GENERAL

We are continually trying to improve operations and communication in order for you to enjoy your basketball experience. It is intended that this information booklet will give you all the relevant information needed in order for you to have a full understanding of the team effort required by all volunteers to run a successful representative basketball program.

Cavaliers expects that all parents, players and spectators, respect the role of all game officials (scorers, coaches and referees). Under NO circumstances are you permitted to approach a game official before, during or after any VJBL sanctioned game. Any breach of the above will result in disciplinary action as sanctioned by VJBL and/or Cavaliers.

Cavaliers strive to provide the best available coaching, and facilities for the development of your child. This development and the opportunities provided, can give your child the chance to play at the highest levels, firstly as a junior and later as a senior player. To do this we need to work together on and off the court as a team.



18. SOCIAL MEDIA POLICY

Basketball Victoria Country - Code of Conduct

Social Media can be fun, helpful and dangerous.

Comments, notes and photos posted on social media sites such as Facebook, Twitter and on-line forums are usually constructive and positive. Negative comments and images, bullying, criticism and sexist remarks can be dangerous and harmful to people's wellbeing and the reputation and image of the sport.

Do not use social media to be critical of teammates, coaches, officials, administrators, volunteers or spectators.

Any comment you make on social media sites has the potential to be seen by millions of people. That is great if comments are positive, but it can be extremely negative and harmful if critical of people. Before you post a comment on social media ask yourself this: Would I want millions of people to read something negative about me?

Always assume the person you are talking/writing about will see what has been said/written.

Just because an online chat is between two people does not mean it remains private and nobody else can see it. Social media is accessible to everyone. Even if the person you are discussing does not see it, somebody else may.

Use social media as a positive outlet to promote players, teammates, teams, clubs and others involved in basketball.

Posting results and acknowledging individual and team performances on social media makes many people aware of team and individual achievements. That can have a positive effect for many people and should be used, encouraged and embraced wherever and whenever possible.

Remember to show respect.

When using social media, show the same respect and regard for people that you would show and are expected to show when playing, officiating or attending a basketball game.

When in doubt, leave it out.

If you are unsure if what you are posting on social media is appropriate then it is best not to post it, when in doubt, leave it out.

Do not tolerate or condone poor social media behaviour or actions.

If you are aware of or observe poor social media behaviour or action, do not accept it. There is no place for it in basketball and it will not be condoned. You should remind people of their responsibilities when using social media and warn that action can be taken against them. In the instance on minors breaching the code of conduct, alert their parents to the situation. If you believe the breach is serious, report it to you team, club or association officials.

Be aware that your actions on social media can have serious consequences.

Negative comments and images, bullying, criticism and sexist remarks do not only impact negatively on the people they are about. If you are found to have acted improperly on social media regarding a basketball related matter, you are liable to disciplinary proceedings and may be required to face a tribunal hearing to explain your actions. A suspension from basketball could be imposed.

Consider social media to be your personal brand.

Your internet presence fuels any perception of your personal brand - whether you like it or not. Does your social media identity match your real identity? Be mindful of the content of photos, status updates and Tweets. Are they truly reflective of who you are and how you want people to see you?



Correspondence from Basketball Victoria Social Networking Sites

Basketball Victoria is concerned at the increasing number of complaints being made about the use of Facebook, Twitter, YouTube and other social networking sites by people involved in basketball, for unacceptable content.

We have seen examples where the sites have been used to bully other basketballers, to criticise referees and to make racist or sexist remarks about other participants. This sort of behaviour is totally unacceptable in basketball and will not be tolerated.

Many of the remarks are being made with the posters believing that because those remarks can only be seen by people they have accepted as friends on their pages, they will not be made public. However, fortunately, there are enough decent people around who bring this behaviour to the attention of Basketball Clubs or Associations or Basketball Victoria. This occurs even when the posts are made by friends because those people recognise the harm and distress this sort of behaviour can generate.

Under Basketball Victoria's Tribunal By-laws and Member Protection By-laws, behaviour which is unacceptable can be brought to the Tribunal, even if it didn't occur on the basketball court. As long as the incident is basketball related, the Tribunal can deal with it. A number of Facebook issues have already been dealt with by the Tribunal and other hearings are pending.

Basketball Victoria will have no hesitation in reporting to the Tribunal participants who misuse such sites if it relates to basketball. Please be mindful of other basketball participants and don't place yourself at risk of finding yourself reported to the Tribunal, as has happened to several people already.

Yours sincerely

Gerry Glennen

Governance and Operations Manager
Solicitor

19. CODES OF CONDUCT



Coaches, players, spectators and administrators are required to abide by the codes of conduct as set out by Basketball Victoria. A full version can be viewed on the website www.caseybasketball.com.au. Please ensure that you read these and explain the players code of conduct to your child. A requirement of the CBA for entry into any stadium under the control of the Association is that the following codes of conduct be adhered to. Failure to act in accordance with these codes of conduct may result in your removal from the stadium and/or exclusion from competitions.

It is for the safety of your child or children that they must be accompanied & adequately supervised by a parent or legal guardian at all times whilst on any premises under the control of the CBA or Cavaliers



Basketball is intended to be a recreational activity for enjoyment and health. This code of conduct has been developed by Basketball Victoria to give participants some guide to the expectations it has on those participants. It is intended to assist everyone to obtain the maximum benefit and enjoyment from their involvement in basketball. As a result, the quality of participation will be improved so people are more likely to start and continue their involvement in basketball. Enjoy!!

PARENTS' CODE OF CONDUCT

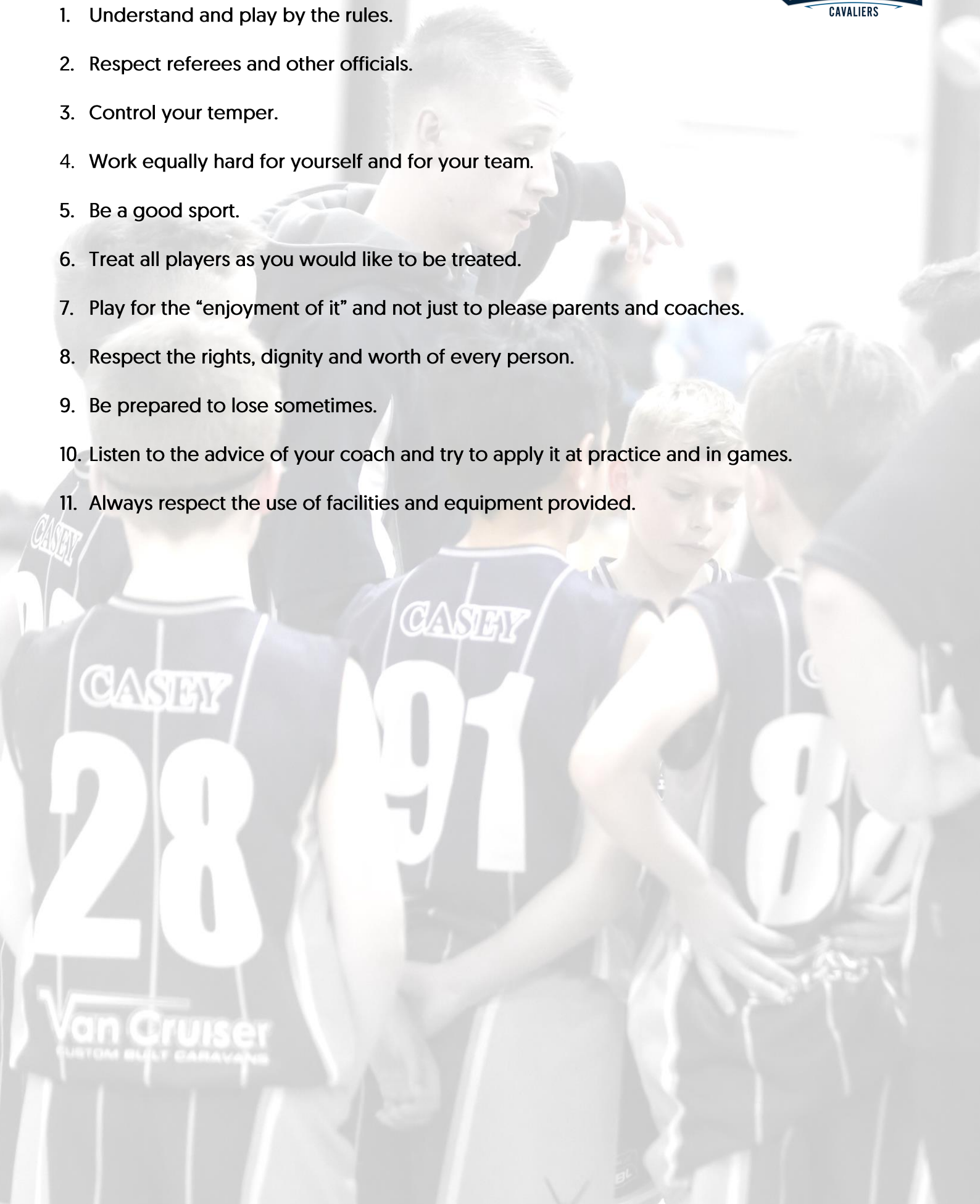


1. Encourage your children to participate for their own interest and enjoyment, not yours.
2. Encourage children to always play by the rules.
3. Teach children that an honest effort is always as important as a victory.
4. Focus on developing skills and playing the game. Reduce the emphasis on winning.
5. A child learns best by example. Applaud good play by all teams.
6. Do not criticise your or others' children in front of others.
7. Accept decisions of all referees as being fair and called to the best of their ability.
8. Set a good example by your own conduct, behaviour and appearance.
9. Support all efforts to remove verbal and physical abuse from sporting activities.
10. Respect the rights, dignity and worth of every person.
11. Show appreciation for volunteer coaches, officials and administrators.
12. Keep children in your care under control.
13. Always respect the use of facilities and equipment provided.



PLAYERS' CODE OF CONDUCT

1. Understand and play by the rules.
2. Respect referees and other officials.
3. Control your temper.
4. Work equally hard for yourself and for your team.
5. Be a good sport.
6. Treat all players as you would like to be treated.
7. Play for the “enjoyment of it” and not just to please parents and coaches.
8. Respect the rights, dignity and worth of every person.
9. Be prepared to lose sometimes.
10. Listen to the advice of your coach and try to apply it at practice and in games.
11. Always respect the use of facilities and equipment provided.



SPECTATORS' CODE OF CONDUCT



1. Remember that most people play sport for enjoyment.
2. Accept decisions of all referees as being fair and called to the best of their ability.
3. Always be positive in your support for players.
4. Condemn the use of violence in any form.
5. Respect your team's opponents, officials and spectators.
6. Encourage players to obey the rules and to accept decisions of officials.
7. Demonstrate appropriate social behaviour by not using foul language or harassing players, coaches or officials.
8. Respect the rights, dignity and worth of every person.
9. Keep children in your care under control.
10. Always respect the use of facilities and equipment provided.



CASEY BASKETBALL ASSOCIATION



REFUND POLICY

By legislation, customers will be entitled to a refund when a service fails to meet one of the consumer guarantees provisions.

The relative consumer guarantees are:

- a. Services will be provided with due care and skill;
- b. Services will be fit for purpose;
- c. Services will be provided within a reasonable time (when no time set).

However, just because one of the above guarantees is not met, doesn't give rise to an automatic right to refund. Whether a refund is available for breach of one of the above consumer guarantees will depend on the nature of the problem and whether that problem is a 'major problem' or a 'minor problem' as defined by law.

(In relation to registrations fees, the problem must be deemed a 'major problem')

Major Problem

A service will have a major problem if it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it;
- Is substantially unfit for its normal purpose and can't easily be fixed within a reasonable time;
- The consumer informed the supplier that they required the service for a particular purpose, but the service and any resulting product did not achieve that purpose and cannot be easily made fit in a reasonable time; or
- The supply of service creates an unsafe situation.

Minor Problem

If the problem is not a major problem, it is a minor problem (can be fixed) and Casey Basketball is not required to provide a refund and Casey Basketball can choose how to fix the problem.

Partial refunds

If there is a major problem in Casey Basketball providing basketball administration services to a customer, the customer has the right to cancel the contract for such services and will have a right to a refund of their registration fee, up to the value of any part of the service not consumed.

Refund for change of mind

Customers are not entitled to a refund if they simply change their mind.