

ES AFC – Refund Policy

Subscription Refunds

The Club accepts that all players who register (or are registered by someone) with the Club each season have done so in good faith, and with the intention of playing for the Club for the duration of the season. The Club therefore accepts that any request for a refund of subscriptions will normally be the result of unusual circumstances.

The Club will accept in writing a request for a full, or partial refund of subscriptions paid in the following circumstances:

- Where an incorrect subscription amount has been initially paid
- Where a player sustains a long-term injury (medical certificate may be required)
- Where a player becomes ill for an extended period of time (medical certificate may be required)
- Where a player moves to reside permanently in another New Zealand Football Federation area, or overseas
- Where a player(s) is unable to be placed in a team due to insufficient registrations being received for a suitable team;
- Other exceptional circumstances which the Club Committee may accept from time to time.

Refunds of subscriptions will be limited to the following:

- Refund requests received in writing before the published season closing date for registrations – 100% of the discounted subscription paid less an administration fee of \$25.00
- Refund requests received in writing after the published season closing date but less than one week before the commencement of the season will normally be declined.

In the event of an unforeseen circumstance which causes the season to be fully or partially suspended the Executive Committee will meet and determine the appropriate course of action. As a guide the Committee will use 10 games as the basis that constitutes a season in these circumstances.

Any monetary refund may be subject to a \$30 administration fee.

Training Clinic Refunds

The Club accepts that all players who register for training have done so with the intention of attending the training sessions. The Club therefore accepts that any request for a refund of training fees will be the result of unexpected circumstances.

The Club will accept in writing a request for a full, or partial refund of training fees paid in the following unexpected circumstances:

- Where a player sustains a long-term injury (medical certificate may be required)
- Where a player becomes ill for an extended period of time (medical certificate may be required)
- Other exceptional circumstances which the Club Committee may accept from time to time.

Training fee refund amounts will be calculated as a pro rata of the sessions attended during the term.

In the event of an unforeseen circumstance which causes the training to be suspended part way through a term, then the Executive Committee will meet and determine the appropriate financial reimbursement to members.

If more than 50% of the trainings are cancelled due to weather or ground closures the Club will attempt to run additional training sessions but if this is not possible a credit may be given at the Executive Committee's discretion.

Any monetary refund may be subject to a \$30 administration fee.

Merchandise Refunds

Merchandise purchased at the ESAFC Shop can be returned or exchanged under the following conditions:

- the merchandise must be unused with original packaging and
- proof of purchase can be provided.

It is up to the discretion of the Shop Manager to accept merchandise returns and approve any refunds.