

# REFUND POLICY



## Policy Outline

Refund policies are a part of good customer service. This policy outlines circumstances in which a refund will be made and if any charges are to be deducted.

## Eligibility of Refunds

Ranui Swanson Football Club (RSFC) only refunds registration fees (or parts thereof) in the following circumstances:

- a) The player has not participated in any matches for his or her team; or
- b) The player has withdrawn from the team for their own reasons within 4 weeks of the season commencing; or
- c) As required by statute, in accordance with the law for consumer protection.

## Procedure for Refund

Where a player is eligible for a refund, a player will be required to comply with the following steps prior to RSFC being liable to pay the refund to the player.

- a) The player must contact the club secretary and club treasurer in writing immediately requesting a refund.
- b) The player must return all gear and equipment immediately directly to the club secretary, club captain or another appointed club representative.
- c) The player must pay any outstanding fines incurred while at the club.
- d) The request will be put forward to the committee for approval who will then keep record of the refund.

## Payment of Refund

Once the request for a refund has been approved, the club will make the refund to the player, less a \$20 administration fee.

## General Information

RSFC does not give refunds if members simply change their mind or make a wrong decision. All refunds must be requested in writing, and will take 28 days to process. If a refund has been requested after 4 weeks of playing, a refund will not be given. Nor will a refund be given to those that transfer part way through the season.

## POLICY REVIEW

The policy will be reviewed three months after its introduction and then on an annual basis thereafter. This will ensure that the policy remains current and practical.