

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- b) The player has withdrawn from the team for their own reasons within 4 weeks of the season commencing; or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.