



## Hibiscus Coast AFC Refund and Cancellation Policy

At Hibiscus Coast AFC, we strive to deliver the best possible football experience for our members and community. We understand that from time to time, situations may arise that result in the need to cancel or withdraw from a programme or membership. This policy outlines the process and considerations regarding refunds and cancellations across all HBCAFC programmes.

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### 1. Purpose

The purpose of this policy is to ensure a clear and consistent approach to refund requests and cancellations across all Hibiscus Coast AFC (HBCAFC) football programmes, memberships, and events.

### 2. Scope

This policy applies to all HBCAFC-administered activities, including but not limited to:

- Winter Football (all formats including First Kicks/Fun Football)
- Holiday Programmes
- Football Fundamentals
- Term-Based Prepaid Coaching Programmes
- Girls' and Women's Programmes
- Junior, Youth, and Senior Competitions
- Any other prepaid programmes or events

### 3. General Principles

- All HBCAFC programmes are planned and costed in advance. Fees paid contribute towards coaching, administration, equipment, and operational delivery.
- As a non-profit organisation, we rely heavily on prepaid fees to deliver a quality experience to our community.
- Refunds are not given based lack of attendance, or non-participation.

### 4. Winter Football Refund Schedule

Refunds for winter football (including First Kicks and Fun Football) are available under the following conditions:

Withdrawal Date	Refund Amount
Before March 15	Full refund minus a \$25 admin fee
March 15 – April 1	50% refund minus \$25 admin fee
After April 1	No refund

#### 4.1 Exceptions

- Players who are injured or face a long-term medical issue may be eligible for a partial refund at the Club's discretion. A medical certificate may be required.

#### 4.2 How to Request a Refund

- All refund requests must be submitted in writing to [finance@hbcafc.org.nz](mailto:finance@hbcafc.org.nz).

#### 4.3 Financial Assistance

- Families experiencing financial challenges are encouraged to email [finance@hbcafc.org.nz](mailto:finance@hbcafc.org.nz) in confidence. Support may be available through HBCAFC's internal financial assistance process.

#### 4.4 Reserving of Rights

- The Club reserves the right to retain any refund of subscriptions until a player has returned all Club property and settled all outstanding amounts for fines and/or other debts owed.

### 5. Prepaid Programmes – Term-Based & Holiday Programmes

This includes:

- School Holiday Programmes
- Football Fundamentals
- Any other term-based skill development programmes

#### 5.1 Cancellations by the Participant

- If a participant wishes to withdraw from a prepaid programme, notice must be provided at least 24 hours prior to the start of the session or programme to be eligible for a credit. Credits (not refunds) may be offered for future use, subject to approval.

#### 5.2 Cancellations by HBCAFC

- If a session is cancelled by HBCAFC due to circumstances beyond our control (e.g., severe weather or facility closures), we will make every effort to reschedule the session within the same term. Unfortunately, we cannot guarantee that all cancelled sessions will be able to be made up. Refunds will not be offered for weather-related or other uncontrollable cancellations, as coaches, fields, and resources are pre-booked and paid in advance.

### 5.3 Refund Justification

- All coaching sessions require significant administration and are costed based on expected attendance. We are unable to offer refunds once a programme has commenced due to these fixed costs.

### 6. Make-Up Sessions (Prepaid Programmes)

In the event of a cancellation by HBCAFC, make-up sessions will be offered where possible within the same term. Make-up sessions will be communicated via email. Where a participant cannot attend the make-up session, no credit or refund will be provided.

### 7. Contact Details

For any queries or requests:

- Refunds – [finance@hbcafc.org.nz](mailto:finance@hbcafc.org.nz)
- Financial Assistance – [finance@hbcafc.org.nz](mailto:finance@hbcafc.org.nz)

### 8. Policy Review

This policy is subject to periodic review and may be updated by Hibiscus Coast AFC at any time. The most current version will be available on the club's website.

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**Conclusion:** We are committed to providing a great football experience for all members and ensuring transparency and fairness in our refund and cancellation processes. Thank you for your understanding and support of HBCAFC.