



North Harbour Football and Sports Club (trading as Albany United)  
**Refund Policy 2021**

## 1. Policy purpose

This document explains Albany United's policy regarding refunds on monies paid for all currently available purchases within the club.

## 2. Policy Summary

As we do not sell any products at present, this policy refers to football programs and seasonal membership registrations currently available for purchase by the public.

We will endeavour to provide an alternative to a purchase where possible if the original intended use for the amount paid is no longer available, however we are unable to offer a refund to customers where, for whatever reason, you have had a change of mind. This is compliant with NZ Consumer law.

## 3. Purchasing an Annual Seasonal Membership

From the FAQ's on our website:

“Registration fees are charged by the club annually and they cover the fees we have to pay per player to [NZF](#) - New Zealand Football sports association, and NRF - Northern Football Federation, to be able to compete in football Club sports. The rest goes towards player costs which are made up of awards, team Kit (First Aid kits and training equipment like balls and bibs) and Club operating expenses.’

We do not give refunds for the annual membership fee unless requested at least, but not later than 14 days before the first official game of the season. After this date we will have had to pay the above costs and therefore no refund is given.



#### 4. Purchasing our Skills Programme

Our Skills Development programme runs on a term by term basis for eight weeks per term. There is one fee for the 8-week cycle of the programme. Once the programme has commenced for that term, we will provide a refund on the following grounds only:

- The programme is unable to be provided for that term

If the Skills Programme starts as planned, but then has to stop after a certain amount of weeks, the refund will be calculated on a pro-rata basis.

We do not offer a refund of the fee if you have changed your mind. However, we will offer an alternative programme that the funds could be transferred to, if there is one available. Other alternative programmes would be our Goal Keeper Academy, or our School Holiday Programme that runs through the three term breaks (not summer).

#### 5. Purchasing our Goal Keeping Academy

Our Goal Keeping Academy runs on a term by term basis for eight weeks per term. There is one fee for the 8-week cycle of the programme. Once the programme has commenced for that term, we will provide a refund on the following grounds only:

- The programme is unable to be provided for that term

If the Academy starts as planned, but then has to stop after a certain amount of weeks, the refund will be calculated on a pro-rata basis.

We do not offer a refund of the fee if you have changed your mind. However, we will offer an alternative programme that the funds could be transferred to, if there is one available. Other alternative programmes would be our Skills Programme, or our School Holiday Programme that runs through the three term breaks (not summer).



## 6. Purchasing our Holiday Programme

Our School Holiday Programme runs every Term Break, but not over Summer. There is a daily fee and a weekly fee. We will provide a refund on the following grounds only:

- The programme is unable to be provided for that day/week

If the Holiday Programme is cancelled, you will be refunded for the days that were paid for that did not occur due to cancellation by the club.

We do not offer a refund of the fee paid if you have changed your mind. However, we will offer an alternative programme that the funds could be transferred to, if there is one available. Other alternative programmes would be our Skills or Goal Keeping Programmes that run through Terms 1-4.

If you have any queries regarding the laws around refunds, please read the information in the following link to understand your rights: <https://www.consumer.org.nz/articles/returns-and-refunds>

## 7. Registering for our Tournaments

Our tournaments have a registration fee for each individual team. If the tournament is postponed to another date we will firstly offer the fee to be transferred to that date. We will give a full refund of this fee if the tournament is cancelled by us for whatever reason. If the postponement is not viable for the purchaser, then we will offer a full refund.

We do not give refunds for the tournament fee if the purchaser/team has changed their mind, and if it is within 7 days of the tournament day as costs will have been incurred.

## 8. Refunds for Fun in Schools programme

Our Fun in Schools programme runs through each term. If a player has been registered for the term, we do not give a full refund if the purchaser/player has changed their mind once the programme has started. We will however allow the fee to be transferred to another sibling at



**NORTH HARBOUR FOOTBALL & SPORTS CLUB INC.**

the same school. If a refund is requested before the first session of the term, we will give a full refund.

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