



## Greyhounds Christian Soccer Club (GCSC)

### Refund Policy

Refunds cannot be given once a player has played a game and/or been recorded on the referee's match card.

At its sole discretion, GCSC will determine whether exceptional circumstances apply and the amount of refund (if any) that will be given.

GCSC will refund player fees (or part thereof) as required by law and in accordance with state or federal consumer protection legislation.

A refund awarded will not be paid until GCSC owned uniforms and equipment have been returned.

#### Applying for Refund

Players (18+), or relevant Parent/Guardian, can apply **in writing** to [enquiries@greyhoundscsc.com.au](mailto:enquiries@greyhoundscsc.com.au) requesting a player registration fee refund.

Include your name, contact information, and bank details; along with details (name, age, team allocation, coach, etc.) for each player for whom a refund is being sought.

Outline the circumstances leading to this request, giving enough detail to enable us to make an informed decision.

#### Amount of Refund

There may be circumstances where a full refund of player fees is no longer possible. In such circumstances a pro rata refund may be offered.

This decision will consider whether certain services have already been accessed by the player(s), fees to affiliated organisations, insurance premiums, the purchase of playing strips, and other Club expenses and consumables.

In such circumstances, the amount of refund will be adjusted and include a nominal administration fee.

#### Timing

Please allow one month (4 weeks) for us to consider your request and send you a reply.