



# Events Under Restrictions

## Background

The purpose of this document is to provide clarity on any events hosted by Tauranga City AFC (TCAFC) while operating under any restrictions outside its control (e.g. COVID-19 Alert Levels and associated restrictions as determined by the New Zealand Government).

## Policy

- All attendees will follow procedures put in place by TCAFC for an event. These procedures are in place to ensure the safety of everyone in attendance, our staff and the wider community.
- In the event that there are varying restrictions in operation (e.g. different COVID-19 Alert Levels in each region), TCAFC reserve the right to refuse entry to an event for some groups based on Government guidelines and recommendations. This may extend to full squads, as well as individuals within a team whose participants are from various locations.
- Any non-refundable costs incurred by TCAFC for an event will be communicated to the attendee when registering by the Event Coordinator.
- Where an event is required to be cancelled as a result of factors outside TCAFC's control, and provided the attendee has paid the entry fee in full, TCAFC will provide a refund to the attendee, less any non-refundable costs.

## Process for Refunds

1. Refund requests must be made in writing to the Event Coordinator and the TCAFC Treasurer at [treasurer@tcafc.co.nz](mailto:treasurer@tcafc.co.nz) by the attendee who made the booking. This must include the event name, the reason for the refund request and bank details.
2. The Event Coordinator and TCAFC Treasurer will review and assess the request within 7 days of the formal refund request. This review will result in the request being *Verified* or *Declined*, with this outcome communicated in writing to the attendee.
3. If verified, the Treasurer will process the refund within 48 hours of sending written advice.

## Disputes

Should an attendee wish to challenge a refund decision:

1. Submit in writing to the Club Secretary [admin@tcafc.co.nz](mailto:admin@tcafc.co.nz).
2. The Club Secretary will review the request and refer it to the Executive Committee for review.
3. The Club Secretary will respond directly to the attendee.

## References

Club Contacts [www.tcafc.co.nz/club-contacts](http://www.tcafc.co.nz/club-contacts)