



Refunds Policy

Background

By registering with TCAFC you accept our Payment Terms. These can be found on the “Resources” page of our website.

The purpose of this document is to provide more information on the TCAFC refunds policy.

Policy

Partial or full refunds of subs or fees paid by Members may be made by TCAFC where they have been approved by the Executive Committee. Where refunds are agreed, any amounts owing by the Member in question will be deducted along with an administration fee.

Process

1. Refund requests must be made in writing to the TCAFC Treasurer at treasurer@tcafc.co.nz.
2. The Treasurer will present these, along with all relevant information, to the Executive Committee for consideration, typically at a regular meeting.
3. Members must provide rationale for the refund request and include bank details.
4. No refunds will be made until all equipment and clothing owned by TCAFC has been returned.
5. The Treasurer will respond directly to refund requests after the Executive decision has been made.

Disputes

Should a Member wish to challenge a refund request decision:

1. Submit in writing to the Club Secretary admin@tcafc.co.nz.
2. The Club Secretary will review the request and can refer it to the Executive Committee for review.
3. The Club Secretary will respond directly.

Deductions from Refunds

In processing any refund, TCAFC will inform the Member about any deductions made.

These could include but aren't limited to:

- Non-refundable affiliation fees charged by WaiBOP and NZ Football.
- An administration fee of \$10.
- A charge to replace any equipment or clothing not returned or returned in damaged condition.

References

Club Website Resources

www.tcafc.co.nz/resources

Club Registration Page

www.tcafc.co.nz/registrations

Glossary

TCAFC

Tauranga City AFC

Members

Fully paid membership to Tauranga City AFC as defined Club Constitution.