

Elite Football Trials Refund Policy

1. General Principle

Elite Football Trials Group Limited operates a fixed-fee consultancy model. Fees are charged for professional services rendered, including football consultancy, profile optimisation, marketing, and placement coordination.

As such, fees are not contingent on the Client securing a professional contract, trial outcome, or sporting success.

2. Cooling-Off Period (14 Days)

In accordance with UK Consumer Contracts Regulations and the DMCC Act 2024:

- The Client has the right to cancel this Agreement within 14 days of signing.
- Where the Client has requested immediate commencement of services, the Client agrees that:
 - Any refund will be subject to deductions for services already provided up to the point of cancellation.
 - Chargeable services may include (but are not limited to):
 - Profile optimisation
 - Consultancy and advisory work
 - Marketing and distribution activities

Refund amounts during this period will therefore be proportionate, not full.

3. Initial Engagement Fee

- The Initial Engagement Fee is non-refundable once the Contractor has commenced work.
- This fee covers:
 - Immediate administrative setup
 - Consultancy labour
 - Player profile optimisation
 - Strategic planning and early stage marketing

4. Technical Placement Support Fee

- This fee becomes payable once the first Training Trial Placement has been coordinated and formalised.
- Once this milestone has been reached, the fee is considered earned and is non-refundable.

5. Voluntary Termination by the Client

If the Client chooses to terminate the Agreement before completion of services:

- A £200 administrative break fee will apply.
- The Client will not be entitled to a refund of the Initial Engagement Fee if work has already commenced.
- Any potential refund:
 - Will be calculated after deducting:
 - The Initial Engagement Fee
 - The £200 termination fee
 - Any value of services already delivered

6. Non-Contingency of Services

- The Client acknowledges that all fees are for professional services rendered, not outcomes achieved.
- No refunds will be issued based on:
 - Failure to secure a professional contract
 - Trial outcomes or selection decisions
 - Third-party club decisions

7. Missed or Unattended Placements

- No refunds shall be issued if:
 - The Client fails to attend a confirmed placement without valid notice
- Where notice is given and circumstances are beyond the Client's control:

- The Contractor will attempt to reschedule
- However, no financial reimbursement is guaranteed

8. Refund Processing

- Any eligible refunds will be:
 - Processed in accordance with the Contractor's financial procedures
 - Returned via the original payment method where possible
- The Contractor will aim to process refunds within a reasonable timeframe

9. Invalid Payments

- Payments made to unauthorised accounts (not the official business account) will:
 - Not be recognised as valid payments
 - Not be subject to refund under this policy

Effective date: 5th June 2026