



# EISports – Cancellation & Refund Policy

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Season 2025 / 2026

Elite Irish Speed 4 Sport Ltd (hereafter referred to as EISports)

## Season Pricing 2025 / 2026

- Upfront Membership Fee: €60 per player, payable at the start of the season.
- Monthly Membership: €45 per child, €75 for two children, €99 for three children (fourth child free).
- The monthly cost is fixed regardless of the number of sessions per month.
- If a player misses their registered session, they may attend a session at any other venue in the same week under the flexible membership option.
- Bank Holidays: One session will run per Bank Holiday Monday.
- If two venues are generally open weekly, the Bank Holiday session will rotate between venues to ensure fairness to all members.
- Bank Holidays typically see attendance reduced by around 50%.

## 1. Academy Program

- Memberships are processed automatically through the EISports.ie App on a rolling 12-month basis. If not cancelled, memberships automatically renew until the end of the season (final payment due 1st August).
- Monthly payments are debited on the 1st of each month via Stripe & GloFox.
- To cancel for the following month, members must email [cancellation@eisports.ie](mailto:cancellation@eisports.ie) no later than 7 working days before the end of the month so the cancellation can be processed in time.
- A €25 cancellation fee applies to process all cancellations.

- Alternatively, members may choose to place their **membership on hold** for 30 days at a reduced fee of €30 due to Vacation, Illness, or additional reasons.
  - A custom €30 hold fee will be charged on the app for that month.
  - The membership will be frozen for 1 month, protecting the player's Academy place from being offered to the waiting list.
  - This option may be used once per annum only.
  - Hold requests must be made no later than 3 working days before the end of the month so they can be processed on time.
  - During the hold period, no sessions may be attended.
  - The membership will automatically come off hold on the 1st of the following month, with the full monthly membership fee due.
- Cancelled positions without a hold will be offered to the waiting list, but the member will have priority to rejoin at the next available opening.
- Session Cancellations: For reasons beyond our control such as red weather warnings or power outages, players may attend a different venue during that week at no extra charge.
- Open Membership: Members may attend sessions at other venues if unable to attend their registered venue. Attendance at MDL Navan requires prior approval due to capacity limits.
  - MDL 6:00–8:00 PM sessions are strictly for members registered at that venue only.
  - The 5:00 PM session at MDL is open as a drop-in option for members from other venues.
- **Membership Arrears & Rejoining:** If a membership is cancelled due to non-payment (after 2 consecutive months of missed payments), the member's place will be released to the waiting list. Should the individual subsequently wish to rejoin, all outstanding fees from the previous membership must be paid in full before a new membership can be taken out.

## 2. Coaching Clinics, Camps & Events

- Clinic Series: All sessions in the Clinic Series are non-refundable once booked.
- If a player cannot attend and gives at least 48 hours' notice, a credit note will be issued to use against a similar Clinic Series event.
- Camps & Other Events:
  - A full refund (less the deposit fee) will be issued if cancellation is made more than 7 days before the start of the event.
  - Between 48 hours and 7 days before the event: A credit note will be issued if the player cannot attend for medical reasons (medical cert required).

- Inside 48 hours of the event: No refund or credit note can be issued as venues, coaches, and insurance will already have been confirmed.
- If an event is cancelled by EISports for reasons beyond our control (e.g. government restrictions, weather, venue closure), players may:
  - Attend a different clinic, camp, or event of their choice at no extra charge, or
  - Receive a credit note to be used against a future clinic, camp, or event.

### 3. Annual Membership

- Annual membership runs from 25th August 2025 until mid-August 2026, followed by one week off between seasons.
- The 2026/2027 season will begin on the last Monday of August 2026, with all venues operating Monday through Friday in that opening week.
- A 14-day cooling-off period applies from the date of payment:
  - • If cancelled within this period and no sessions have been attended, a full refund will be issued.
  - • If sessions have been attended during the cooling-off period, the membership will be considered active and no refund will be issued.
- After the 14-day cooling-off period, the membership is binding for the remainder of the season and no refunds will be issued.
- Cancellation requests must be emailed to [cancellation@eisports.ie](mailto:cancellation@eisports.ie).
- Refunds will be processed within 30 days of receipt of the cancellation email.

### 4. Trips

- General Notes:
  - EISports provides a landed package only (**flights are not included**).
  - All attendees are responsible for: Flights, Travel insurance, European Health Insurance Card (EHIC) or equivalent, Personal insurance and compliance with travel requirements.
  - EISports will provide relevant information and assistance, but individuals are responsible for ensuring their own documentation and travel compliance.
  - Each trip includes a non-refundable deposit of €200 per player, €100 per travelling adult. At the time of booking a smaller deposit is paid to secure the booking but the above deposit is taken from the initial payment and the monthly payments to secure the venue, training and logistics. Example where a Deposit of €150 is paid to secure the space and the 2 subsequent monthly payments of €75 are paid, these payments combined will cover the deposit requirements for the trip.

## Refund & Credit Policy of Payments Made

Timeline Before Travel	Refund / Credit Policy
121+ Days	Refund issued, excluding the non-refundable deposit.
91–120 Days	75% refund, excluding the deposit, OR full credit note (proof of flights booked; deposit excluded).
61–90 Days	50% refund, excluding the deposit, OR full credit note (proof of flights booked; deposit excluded).
0–60 Days	Credit note only (valid 12 months, proof of flights booked). Excludes deposit (€200/player, €100/adult).
Inside 30 Days	No refund/credit note, unless management approves (flights + medical cert required). Deposit always lost.

## Additional Conditions

- Trip cancellation requests must be emailed to [cancellation@eisports.ie](mailto:cancellation@eisports.ie).
- Refunds or credit notes will be processed within 30 days of receipt of the cancellation email, provided IBAN details are supplied (EISports does not store banking details).
- If a member selects a credit note but later requests a refund, the 30-day processing period restarts from the latest request.
- EISports Academy Trips are strictly for Academy members only:
  - Players must hold an active membership for the full season to attend.
  - If membership is not retained, a full refund less the applicable deposits will be given depending on the number of players and adults scheduled to travel.
  - Players **cannot** travel on an Academy Trip without **a valid active** membership.
- Players may attend trips with their club/team without Academy membership, but Academy-branded trips are exclusive to members. All Cancellation Terms & Conditions apply to 'Team Trips' as well as Academy Only Trips.
- If a trip booking is cancelled due to non-membership, all payments (less deposit amounts above) will be refunded, and the terms above on cancellation periods will also apply.
- If a credit note is issued and the cost of a future trip is higher, the parent/player pays the difference. If the cost of the trip is lower, no refund is due for the difference.

- All credit notes exclude deposits, which are always lost once a player is not attending a trip as hotels, training and logistical arrangements are paid in advance to secure rates.
- Where an Academy player is injured and unable to travel then a Credit Note will be applied less the deposit against a future EISports Academy Trip. The Credit will be applied against the next available Academy trip, should this trip not suit a player management reserve the right to extend the credit note by a further 12 months against an additional trip. The Player will be liable for any additional trip fees and will have forfeited the original deposit amounts as above, this payment will fall due 30 Days before the trip start date.

### **If a Member Qualifies for a Credit Note**

- A credit note will be issued for all payments made, excluding the deposit amounts above as these are lost on not completing the original trip booking.
- Credit notes are valid for 12 months from the issue date.
- Credit notes can be used against any future Academy Trip organised by EISports only.
- If a future trip costs more, the member is responsible for the difference.
- Credit notes are non-transferable and must be used by the originally booked player/family only. It can be transferred to a Sibling only. Additional costs may apply to change booking arrangements from one player to another. A trip credit note can be extended by agreement with management.
- Where a credit note is given, the player must retain an active membership up to the travel date or the credit note will be void and no refund due.
- Where a members only trip does not happen for reasons beyond EISports Control and members are given the option to switch to another trip booking, after 30 days the position will be deemed to be accepted on the new trip.

### **Club Trips**

- Minimum Numbers Required for Club Trips to Proceed is 12 Players.
- The Club management is responsible for filling the required spaces on the trip to meet minimum requirements.
- Where a club fails to meet minimum requirements and deposits have been paid, a refund will be given less 35 euro per person travelling to cover costs on pre booking the reservations.
- On Club trips, EISports operates a landed package only and parents are responsible for booking their own flights as advised by EISports. It is advisable to book the first flight out on the day of the booking in the event day 1 will have training or activities.
- Where a Player Cancels a trip as they are no longer with the club team or are unable to travel, they are subject to the same cancellation terms as per the 'Refund and Credit Policy for Payments Made above'.
- In the event of a Force Majeure beyond EISports Control such as a Pandemic or security issues, EISports will reschedule trip out to the next available date no earlier than 3 months no later than 13 months. Should the new dates not suit the group, an additional

date option will also be provided, otherwise a refund less a deposit (€200/player, €100/adult) will be given.

### Force Majeure

- In the event of circumstances beyond the control of EISports — including but not limited to government restrictions, pandemics, natural disasters, extreme weather, strikes, venue closures, or travel bans — EISports reserves the right to:
  - Reschedule the trip to a later date, OR
  - Offer a credit note valid 12 months (proof of flights required), OR
  - Issue a refund of payments made (less the deposit).
- EISports is not liable for additional costs such as flights, insurance, or transport, which remain the responsibility of travellers.

