

CANCELLATION & REFUND POLICY



To ensure fairness, transparency, and sustainability of our club operations, we've outlined the following cancellation and refund policy. As a not-for-profit organisation, our fees directly support venue hire, coaching, equipment, and league participation. This policy will be reviewed on an annual basis – the next review will be in September 2026.

1. Team Fees (Seasonal or Term-Based Memberships)

- **Full refund** if cancellation is requested **at least 14 days before the season/term starts**.
- **50% refund** if cancellation is requested **within the first 2 weeks of the season/term**.
- **No refund** after the second week of the season/term.

Reason: Team fees are used to secure venues, register teams in leagues, and allocate coaching resources. Once the season begins, these costs are committed and non-refundable to the club.

2. Tryout Fees Policy

Tryout fees are non-refundable, except in the case the club cancels the tryout event. This policy applies to **all Club groups**, including league teams, mixed teams, and juniors.

Reason

Tryout fees help cover **venue hire and staffing costs**. As spaces are limited and planning is based on expected attendance, refunds are not typically offered unless the Club cancels the event.

3. Mid-Season Tryouts

If you participate in a tryout **mid-season**, the tryout fee is **separate from the membership fee**. Membership fees will be calculated **pro-rata** only from mid-term:

- If you join **between October and mid-November**, you will pay the **full membership fee**.
- If you join **after mid-November**, your fee will be **pro-rata** until the next payment date (**15 December**).

4. Pay-As-You-Go (PAYG) Sessions

- **Full refund or credit** if cancellation is made **at least 24 hours before the session**.
- **No refund** for cancellations made **less than 24 hours before the session** or for no-shows.

Reason: PAYG sessions have limited spots and are planned based on expected attendance. Late cancellations or no-shows prevent others from participating and still incur costs for the Club.

4. Exceptional Circumstances

We understand that life happens. If you experience **medical issues, relocation, or other significant changes**, please contact us directly. We'll do our best to find a fair solution.

5. How to Cancel

All cancellations must be submitted via email to londiniumvbc@gmail.com or through the 360Player App. Refunds will be processed within 10 working days.