

Postal Address  
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Christchurch 8242  
New Zealand



Clubrooms Address  
Cashmere Technical FC  
43 Hargood Street  
Woolston  
Christchurch 8062

## **Payments, Refunds & Credit Policy 2025**

### **Payments**

Cashmere Technical uses an online player registration portal accessed via a personal secure login from the website [www.ctfc.co.nz](http://www.ctfc.co.nz). The online player registration portal is provided by New Zealand Football and known as 'Friendly Manager'.

When you are asked to pay for club membership subscription fees, the Friendly Manager system will provide the payment gateway provided by the Stripe interface allowing you to pay by credit or debit card. These payments are then recorded on your member profile.

Both Friendly Manager and Stripe will collect information about you, including information about transactions processed by you. All information collected by these systems are collected in line with all relevant Privacy Policies and comprehensive security standards.

We accept credit and debit card payments (Visa and Mastercard). We also accept payments by way of direct credit to our bank account (Cashmere Technical Football Club ASB 12-3494-0013760-00). If paying by direct credit, please use the player's name as the reference and relevant invoice number.

All our fees and charges are in New Zealand Dollars (NZD) and include GST.

### **Programme Payments**

Payment for any CTFC programme are due before the date of the programme commencing.

Non-payment may result in your booking being cancelled. Please email [gm@ctfc.co.nz](mailto:gm@ctfc.co.nz) prior to the programme commencing if you would like to discuss setting up a payment plan.

### **Affiliation and Competition Entry Fees**

CTFC are charged affiliation and entry fees by Mainland Football and NZ Football. These fees are included in CTFCs membership subscription fees and are generally non-refundable.

## Outstanding Accounts

Outstanding balances on your account must be cleared before the end of a calendar year and before the next season commences. If you have an outstanding balance on your membership account and we have made several attempts to follow up the outstanding balance, your membership with Cashmere Technical will be put on hold until payment is received. This means you will be unable to play for another football club in NZ, until payment is received.

If you need assistance with implementing a payment plan please contact us at [gm@ctfc.co.nz](mailto:gm@ctfc.co.nz)

## Refunds and Credits

As a non-profit community organisation, CTFC relies on grant income, community fundraising, and the dedication of a small, hardworking team and volunteers to provide quality programs and services. Administration and credit processing fees are required to ensure our operations are sustainable and accommodate additional administration time required to action these requests. Discretion is applied in the application of administration and credit processing fees.

### “Why are there administration and processing fees?”

1. **Loss of Income:** Cancellations within 12 hours of a program's start rarely allow time to fill the vacated spot, resulting in lost income.
2. **Payment Processing Fees:** CTFC are unable to absorb Stripe transaction fees incurred when processing cancellations.
3. **Administrative Costs:** Late cancellations require time to amend bookings, process refunds, and handle other related tasks.

## Refunds for Membership Subscription Fees

Requests for refunds of membership subscription fees will be considered on a case-by-case basis. As a guideline, we will partially refund subscriptions up until the date on which competition entry fees and affiliation fees are payable to Mainland Football. After that date, refunds will only be given in exceptional circumstances. All partial or full refunds will incur the \$10 administration fee. Any requests for refunds should be made by email to [enquiries@ctfc.co.nz](mailto:enquiries@ctfc.co.nz). See “Why are there administration and processing fees?” above.

## Refunds for Programme Fees

If a player is booked into a programme and makes a request to withdraw, or amend their booking, a credit will be applied to the account for future use. This credit will be the balance minus the \$5 processing fee. If a credit is requested once a programme has commenced, you will be credited only for remaining sessions and not attended/completed sessions.

## **Payment Refund Requests**

CTFC applies discretion when approving refund requests, however if a refund is approved, a \$10 administration fee will be applied. Why are there administration and processing fees? above.

## **Deposits**

For bookings that require a paid deposit, the deposits are not refundable in any circumstance. All deposits are non-refundable. Non refundable deposits will be clearly stated during booking.

## **Camp Cancellations\***

Cancellation/refund requests less than 12 hours before the beginning of the Camp will result in a full refund minus a \$10 administration fee.

- For morning camps - any cancellations that come in after 5pm the day before the booking will result in a 50% refund (inclusive of \$10 administration fee)
- For afternoon camps - any cancellations that come in after 9am of the day of the booking will result in a 50% refund. (inclusive of \$10 administration fee)

If a player does not turn up for their booked session, no refund will be available.

*\*Camp cancellations apply to: Elite Camps, Fun Camps, Fantails, Holiday Camps only*

## **Tournaments**

Tournament payment policy will be sent out with individual tournament information and invoices.

This Payments, Refunds & Credit Policy ensures fairness while allowing CTFC to maintain high-quality programs.

If you have any questions, queries or comments, please email [enquiries@ctfc.co.nz](mailto:enquiries@ctfc.co.nz)