



Payment Terms & Conditions

Tauranga Blue Rovers Football Club

By registering with the Tauranga Blue Rovers Football Club (“TBR”, “Club”, “we”, “our”) you accept our Refund Policy and payment terms and conditions outlined below.

1. Terms of Use

- 1.1. TBR allows Members to pay for registration and event costs through Friendly Manager (“FM”). All transactions made through FM for TBR activities are subject to these Terms of Use.

2. Definitions

- 2.1. Friendly Manager means the online member portal utilised to register and access the payment. This connects to MyComet, NZ Football’s nationwide database.
- 2.2. Online Shop means “Paladin Sports”, the official online retailer for TBR
- 2.3. Paymark means the payment gateway used to make payment for products and services via FM.
- 2.4. Analyticom means Analyticom, the official national registration system provider for TBR and provider of Comet.
- 2.5. Terms means these Terms of Use.
- 2.6. Event means any non-subscription based activity
- 2.7. Fees means the costs and/or additional fees which may be payable for the use of Payment services.
- 2.8. Online EFTPOS refers to the method of payment directly from a mobile banking app.
- 2.9. Payment Services means FM, Paymark and the Online Shop.

3. Payment

- 3.1. Payment can be made via Credit/Debit card or by direct credit to the Club’s bank account.
- 3.2. All purchases made through the online shop will be subject to Paladin Sport’s Terms and Conditions which are available on their website.
- 3.3. TBR is a New Zealand based organisation, with all transactions in New Zealand Dollars (“NZD”), unless explicitly outlined prior and/or at point of purchase. All fees are in NZD and are inclusive of tax unless explicitly outlined at point of purchase.
- 3.4. We may charge a fee as advertised via payment services for their use.

4. Use of Payment Services

- 4.1. You agree to not use FM for any improper, injurious, offensive or unlawful purposes.

- 4.2. You will pay all fees payable for the payment services at the time of online transaction by credit or debit card use. We reserve the right to amend any fees from time to time, and to adjust any fees recorded on the payment services if the price recorded is incorrect.
- 4.3. If you are using a credit card, you represent and warrant that the credit card is issued in your name and that you shall pay to the credit card issuer all fees incurred through use of the payment services. These charges may include card tokenisation and/or transaction fees.
- 4.4. Upon commencing a transaction through FM you will be presented with a confirmation screen verifying the transaction details you wish to process.
- 4.5. TBR also use a payment gateway operated by Paymark for transactions incurred via FM. Paymark will collect information about you (including information about transactions processed by you) from time to time through Paymark. Any such information collected shall be treated in accordance with the Paymark privacy policy which can be found on the following site: <https://www.paymark.co.nz/assets/Click-Terms-and-Conditions.pdf>

5. Refunds Policy

- 5.1. Refunds are at the sole discretion of TBR. Any requests must follow the refund policy of TBR. Once your refund request is accepted this will be transferred either back to your credit card or your nominated bank account from BRJFC. No cash refunds will be given. In the case of the Online Shop, this will be dealt with by the Paladin Sports in accordance with their refund policy.
- 5.2. In the case of overpayment, a refund will only be provided when it has been proven that there has been an overpayment or where we are obliged to provide a refund by law. When applying for a refund, you must provide us with proof of the overpayment or provide reasons why the refund should be made.

6. Shipping & Delivery

- 6.1. All merchandise deliveries are managed in accordance with Paladin Sports Terms and Conditions.

7. Security

- 7.1. You acknowledge that all internet transmissions are never entirely secure or private, and that any message or information you send through FM (including credit card information), may be read or intercepted by others, even when FM, Paymark, and/or the Online Shop is stated as being secure. Neither we, Paymark nor the Online Shop provider shall have any liability for the interception or 'hacking' of data through any of the aforementioned services by unauthorised third parties.

8. Limitation of Liability

- 8.1. TBR accept no liability or responsibility for the refusal or reversal of payments which are matters between you and your credit provider.
- 8.2. We cannot warrant that the E-Commerce process, and/or your use of our E-Commerce services will be faultless, immediate, continuous and virus free, nor that the information provided through the E-Commerce process will be complete, accurate or up to date. We will endeavour, however to ensure the E-Commerce services are available at all times, subject to maintenance.