



Refunds Policy

Tauranga Blue Rovers Football Club

By registering with the Tauranga Blue Rovers Football Club (“TBR”, “Club”) you accept our Payment Terms and the refund policy outlined below.

Background

A player withdrawing from a team has a negative impact on the player’s teammates, coach and club. The team may no longer have sufficient players for affective trainings, to manage when players are unavailable due to illness or injury and may even jeopardise the team being viable and going ahead.

Membership terminated by the player or player’s caregiver

A player will be entitled to the following refund when terminating their Club membership:

- Termination prior to team formation: full refund less a \$20 admin fee.
- Termination after team formation: No refund

Any TBR uniform and equipment issued to the player should be returned to the Club when the player notifies the Club they intend to end their membership. The player will be red-flagged in the New Zealand football registry if the uniform or equipment is not returned in good condition or paid for in full. A player will not be able to register with any other football club in New Zealand if they are red-flagged.

Membership terminated by TBR

TBR will refund a member in full if the Club is unable to place the member in a team. TBR will not refund a member if the Club cancels the membership due to a breach of any of the Club’s policies, including but not limited to, the TBR Codes of Conduct.

Multiple members at the Club

TBR will refund the discounted registration fee where a family received the Club’s family discount.

Serious injury or illness

TBR will refund the registration fee less the administration fee and less any WaiBop and NZ Football affiliation fees, where a member suffers a serious injury or illness during the season and they are no longer able to play.

Weather and other no-fault events

TBR will not refund registration fees where football programmes or activities are disrupted by the weather or other events outside of the Club's control.

Refund Process

1. All uniform and equipment should be returned to the Club (via the coach).
2. Refund requests must be made in writing to the Operations Manager at opeartions@blueroovers.co.nz. The refund request should include:
 - the member's full name and date of birth,
 - the reason for the refund,
 - confirmation that all TBR uniform and equipment has been returned, and
 - bank account details for payment.
3. The Operations Manager will confirm receipt of the refund request and equipment.
4. The Operations Manager will confirm the refund amount payable (if any) with the Club Treasurer.
5. The Operations Manager will initiate termination of the Club registration and payment of the refund.
6. Payments are authorised on the second Monday of the month. Payment should occur within 5-business days of being authorised.
7. If a member disputes the refund amount, they can apply in writing to the committee via secretary@blueroovers.co.nz to check the Club's refund policy has been applied correctly. The committee aims to respond to any refund dispute within 5-business days.