



REFUND POLICY

1. Full Refund for Injuries or other unforeseen circumstances.

If a player sustains an injury that prevents them from participating in the tournament, they are eligible for a full refund of their registration fees. To qualify for this refund, the player must provide documented proof of the injury and/or any other relevant information to support their request. Please notify the committee or their coach/manager within 10 days.

If a player needs to withdraw from the team due to unforeseen circumstances, they may be eligible for a full refund if the committee seems fit. Each case will be access on an individual bases. Please provide any supporting documentation to the committee within 10 days.

2. Partial Refund for No-Shows and Removal from the Team

If a player consistently fails to attend training sessions without prior notice or doesn't provide a valid reason, then a player maybe replaced in the team at the coach's discretion. This player may only be eligible for a partial refund. The partial refund amount will be determined based on the proportion of the sessions completed before their removal. The refund amount (if any) will be at the discretion of the committee after a player has submitted a refund request.

3. No Refund on Gear, Deposits or SJRU Fees

Players are advised that there will be **NO refunds** issued if the player decides to withdraw from the team for no valid reason. This includes, but is not limited to, uniforms or fees as part of the team registration process. The SJRU fee will need to be taken up with them and this information available on RX.

4. Refund Process

To initiate a refund request, players must submit a written request to the club's president email president@maorisca.onmicrosoft.com within 10 days of the withdrawal or injury occurrence.

The request should include:

- Player's name
- Reason for refund request
- Documentation (if applicable)
- Contact information for follow-up

All requests will be reviewed by the committee, and decisions will be made within two weeks of submission.