

The Centre Refund Policy

The Centre, Dural (Hereinafter referred to as “The Centre”) has set the following guidelines on refunds with regards to registration fees for all our Junior and Senior Futsal and Netball competitions.

In order to request a refund, a written email should be sent to sports@thecentredural.org.au with a detailed explanation for the request. After the request has been received, our sports manager will review and decide whether or not to grant the refund and, if so, how much of the cost will be refunded.

Complete refunds may be granted on the basis of the following:

- Serious Illness/Injury where player (s) or team are no longer able to continue with the remainder of the season and the team or Centre are not able to find a replacement for the injured player (s) and the player or team have not played any games (futsal) or no more than 3 rounds of games (netball) in the relevant competition/league in that current season.
- The Centre will no longer be running the competition/league due to:
 - Lack of team registrations for the competition/league
 - A governmental order to suspend sporting activities for a season or until otherwise permitted

Partial refunds may be granted on the basis of the following:

- Serious illness/ Injury where player (s) or team are no longer able to continue with the remainder of the season and the team or Centre are not able to find a replacement for the injured player (s) and the player or team have already played over 3 rounds of games in the relevant competition/league in that current season.

Unfortunately, no refunds will be granted on the basis of the following:

- Weather cancellations
- Unhappy with team assignment
- Change of mind about playing in that team/league/season
- Moving out of area
- Request not honoured
- Scheduling Conflicts
- Serious injury/illness where player (s) or team are no longer able to continue with the remainder of the season and the team is not willing to accept the replacement provided by the Centre.

In the case of a partial refund, the amount of money that is refunded is contingent on how much of the season has passed as well as the reason for the refund.

Futsal fees include a mandatory Football NSW affiliation fee that provides the player with insurance against personal injury while playing futsal for a 12-month period. It is important to note that provided the player has paid their registration fee, and once they take the court for their first game, that player will be covered by Football NSW insurance and, should they require a refund, they will only receive a portion of their paid fees minus the insurance amount.

Refunds that are awarded will be returned in the following ways:

- Paypal or Stripe. This usually takes between 5 -10 business days.
- Credit Card. This usually takes between 5-10 business days.
- Nominated Bank Account. This usually takes between 1 – 2 business days.

Please note refunds will be processed via the way the payment was made. For cash over the counter, use nominated bank account.

*Active Kids Vouchers cannot be refunded as they are processed by Service NSW and once it has been lodged it cannot be reversed.

The Centre reserves the right to waive this Refund Policy at its sole discretion at any time. Such waiver shall generally be in response to extenuating or highly unusual circumstances, and in no event shall The Centre be obligated to waive this Refund Policy.