



## Centaurs Sports Payments & Refund Policies

Last Updated: May 2023

a) Centaurs Term Fees for Rugby or Netball ("Sport") are non-negotiable and cannot be paid in part by a customer ("Member"). Term Fees must be paid ahead of the specified Term Start date and late payment will attract an admin fee. Failure to pay might preclude your child from taking part in the Sport and Centaurs Group taking further action.

b) For new Members who join once a Term is underway, we will charge pro-rated fees; those Members will pay full Term Fees for subsequent Terms.

c) Centaurs is unable to offer refunds or credit for missed weeks of training within a Term, except in the circumstances set out below:

i) If a child has an ongoing, serious injury or illness backed up by a medical certificate which states they must miss three (3) or more consecutive weeks of a Term, Centaurs will be happy to offer a credit of fees for the time they are out of play. We will carry this credit forward to the next term. Please note that credit for fees will expire within 12 months, unless requested by the Member in writing prior to that expiry date.

ii) In the case of unhealthy levels of Haze resulting in three (3) or more consecutive training sessions being cancelled, we will refund or credit 75% of the fees paid for those cancelled sessions (with the unrefunded 25% covering admin costs). Please refer to Appendix 1 below for cancellation triggers.

d) Centaurs Group will be not be liable for any failure or delay in performing an obligation under this Agreement that is due to any of the following causes, to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, civil commotion, breakdown of communication facilities, breakdown of web host, breakdown of internet service provider, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or

### **CENTAURS GROUP PRIVATE LIMITED**

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Business Registration No.: 200107720D



energy. Upon Force Majeure we will, to the extent possible, communicate with members via email promptly to advise our proposed course of action.

e) We make every effort to ensure that Members enjoy their experience at Centaurs, and we receive many happy testimonials. From time to time, however, a child may be withdrawn from the Sport by their parents because they are not enjoying the Sport or the Sport does not meet the expectations of the parents. Please talk to us if this is the case and we will try our best to resolve any issues. No refunds will be made if a parent willingly withdraws a child from the Term early, except in the case of a medical necessity, as outlined above.

f) There are no refunds for Members expelled for inappropriate behaviour. Inappropriate behaviour includes: fighting; bullying; aggressive or inappropriate behaviour towards Coaches, Players, Parents, or Staff; vandalism; stealing; repeatedly displaying an uncooperative attitude or disrespect for others; and/or any other action that threatens the health, safety, or well-being of any person. However, we will be open to discuss the situation and circumstances with the parents and child in an attempt to resolve the problem and keep the child within the club.

g) Any and all requests for refunds or credit will be done on a case by case basis, and at the discretion of the provider, Centaurs Group.

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