

REFUND & CANCELLATION POLICY



BRITISH
DODGEBALL

MEMBERSHIPS

This page details our cancellation and refunds policy for memberships. We offer a variety of affiliation options which are highlighted below.

- **CLUB MEMBERSHIP:** All clubs that register with British Dodgeball must be affiliated. This enables clubs to gain access to services needed in terms of safeguarding, compliance, club and workforce support, marketing and fundraising plus up-to-date news and information. The premium club membership also covers insurance for your club. It is a requirement for clubs competing within any league competitions. Club membership will be renewed annually on the 1st September.
- **INDIVIDUAL MEMBERSHIPS:** Individuals can sign up for a variety of membership types with British Dodgeball. These come with a range of specified benefits and last for a maximum of 1 year, expiring annually on September 1st. Memberships can be renewed annually on the 1st September automatically.
- **SCHOOL MEMBERSHIP:** Schools can sign up for school membership to receive a range of benefits. This lasts for a maximum of 1 year, expiring annually on September 1st. School membership can be renewed annually on the 1st September automatically.
- **COACHES ACCREDITATION:** Coaching companies and individual coaches can sign up to become an accredited British Dodgeball coaching partner if they have the required safeguarding procedures in place and deliver dodgeball using the correct rules and equipment. There are a range of benefits which can be accessed. This accreditation must be renewed annually or access to benefits is lost. It can be paid annually via invoice.

REFUND STATEMENT

A full refund of any membership fees will only be available if you notify us of your wish to cancel your Membership in writing to hello@britishdodgeball.com within fourteen days of your membership becoming active and return membership materials at your own cost to British Dodgeball's postal address if requested to do so. No refunds will be issued if you cancel your Membership after this fourteen-day period. If you begin to utilize any Membership benefits, your right to cancel your Membership and receive a refund of your Membership Fee shall immediately cease; this may include provision of insurance. No refunds or extensions will be given if you are unable to use any part of your Membership at any stage during the Membership Period including as a result of any suspension or early termination of your Membership pursuant to these Terms.

COMPETITIONS

This page details our cancellation and refunds policy for competitions. Our competitions are open to adult community clubs, junior community clubs, university clubs and schools to attend, and the policy remains the same for all type of competition audience

- **OPEN, CHAMPIONSHIP & OTHER ONE DAY COMPETITIONS**

These are one-day competitions. Adult community clubs and junior community clubs will usually pay in advance, whereas schools and universities will usually be invoiced. Entered teams will be fully credited by default if they cancel their entry 10 or more working days before the event is due to take place. Should a team wish to instead receive a refund, they should email accounts@britishdodgeball.com and this can be paid within 3 months. Credits or refunds cannot be given if a team cancels their entry less than 10 working days before the event is due to take place.

- **LEAGUE COMPETITIONS**

These are competitions which span more than one event, usually half a season or a full season. For leagues spanning the entire season, teams will be invoiced for half of the entry fee at the start of the season and half at the midway point. For leagues spanning half the season, teams will be invoiced for the entry fee in advance of the first league event. Entered teams will be fully credited by default if they cancel their entry before the league sign-up deadline has passed. Should a team wish to instead receive a refund, they should email accounts@britishdodgeball.com and this can be paid within 3 months. Credits or refunds cannot be given if a team cancels their entry after the league sign-up deadline has passed. If a team looks to pull out before the first round of a league, or plays in the first round of a league and then wishes to pull out of the league, refunds or credits cannot be given; the full league entry fee must still be paid.

SHOP ITEMS

We will offer refunds on physical goods when purchased through our website if requested within 14 days of receiving the item/s. You will have another 14 days to return the goods once this has been arranged or a refund will not be processed. Any refunds issued will factor in any transaction fees and shipping costs incurred, except in extraordinary circumstances. Refunds are not available for any customised or bespoke orders.

COACH EDUCATION

This page details our cancellation and refunds policy for coach education. This applies to open and closed courses including workshops in schools and courses at universities and community areas.

- **OPEN COURSE BOOKINGS**

These are courses made available to the public where individuals can book on to attend a course. British Dodgeball will credit or refund any participant places which are cancelled with more than 10 working day's notice given, or transfer those concerned to an alternative course. For participants who cancel between 9 working days and 2 working days before a course is due to begin, British Dodgeball will offer places on an alternative course, but cannot refund payments. British Dodgeball will not offer refunds or places on an alternative course to participants who fail to attend a course or give notice of non-attendance a minimum of 2 working days before a course is due to begin.

- **CLOSED COURSE BOOKINGS**

These are courses or workshops that have been booked by an organisation such as a school, college, university or coaching company that have the required minimum numbers of participants required for the course to take place. British Dodgeball will offer to rearrange the courses on a suitable date for any courses which are cancelled with more than 10 working day's notice given or offer a full refund if any fees have been paid. Please note that any incurred expenses may still be charged e.g., overnight accommodation booked for the course tutor. Refunds are not possible for package bookings that include online access which has already been allocated.

For organisations who cancel less than ten working days before a course is due to begin, British Dodgeball will offer to rearrange the course on a suitable date at no extra cost other than any tutor travel and accommodation and staff time expenses incurred. Rearrange courses must be no more than 6 months after the original course date and courses may only be rearranged one time before being charged a cancellation fee. If the organisation wishes to cancel the course rather than rearrange, British Dodgeball will charge a £100 administration fee for cancellation in addition to the above.

- **ONLINE COURSES**

Bookings for online courses and package bookings containing online courses are non-refundable. Bookings may be transferred to another learner for an administration fee if this is requested within 14 days of the purchase as long as the initial learner has not started the course.

CANCELLATION AND REARRANGEMENT

For any cancelled or rearranged events, we can only refund payments made to us. We can not refund travel or accommodation expenses so please take this into account when making plans to attend our events.

• REARRANGING EVENTS

Sometimes due to venue availability or other unforeseen restrictions, we will need to cancel an event. We will make every effort to rearrange a cancelled event:

- On the same date at an alternative venue
- On a different date at the same venue
- On a different date at an alternate venue

If we cancel or need to rearrange an event, we will contact each team's listed contacts via email. If we have contacted a team about playing in a rearranged event, the team will need to let us know if they can no longer attend if they wish to be credited or receive a refund.

• CANCELLED EVENTS

Any team entry payments for cancelled events will be credited by default. Should a team wish to instead receive a refund, they should email accounts@britishdodgeball.com and this can be paid within 3 months. Regarding league competitions that have been concluded early, the current rules committee will decide on the most appropriate course of action regarding the league status and a refund amount will be calculated based off the percentage of the league that has taken place.

• CANCELLED COACH EDUCATION EVENTS

If British Dodgeball need to cancel a course due to tutor illness or other extenuating circumstances, then we will give the organisation or participants as much notice as possible using their supplied email address and offer to book rearrange the course on a suitable date or put participants on to another upcoming course. Should an organisation or individual wish to instead receive a refund for any amount paid in advance, they should email accounts@britishdodgeball.com and this can be paid within 3 months. If the purchaser of a package which contains online course wishes to receive a refund, then this will be offered minus the cost of the online elements of the package.

Please note that for all refunds a handling charge may be applied due to any online payment methods used.