



QSA Holiday Clinic Cancellation Policy

Thank you for choosing to participate in our QSA Holiday Clinic. We strive to provide a high-quality experience for all participants, and we understand that sometimes plans change. Please review our cancellation policy carefully:

1. Cancellation by Participants:

- **More than 14 Days Before the Clinic Start Date:** You may cancel your registration and receive a full refund of the clinic fee, minus payment service charge.
- **7 to 14 Days Before the Clinic Start Date:** Cancellations made within this period will receive a 75% refund of the clinic fee.
- **Less Than 7 Days Before the Clinic Start Date:** No refunds will be issued for cancellations made within this period.

However, in the event of extenuating circumstances, please discuss with the clinic leader. Review of medical certificate may be requested.

2. Transfer Policy:

- Participants may transfer their registration to another individual or to a future clinic, subject to availability, up to 7 days before the start of the clinic. A \$15 transfer fee applies.

3. Cancellation by Clinic:

- In the event that the clinic is cancelled by us due to unforeseen circumstances (e.g., severe weather, insufficient registration), we will firstly endeavour to reschedule the location and/or dates. If this is not feasible, you will receive a full refund of the clinic fee. We will notify you as soon as possible in such cases.

5. Refund Processing:

- We will endeavour to process refunds within 14 days of receiving the cancellation request.

Thank you for your understanding and cooperation. We look forward to seeing you at the clinic!



A handwritten signature in black ink, appearing to read "SMC", written over a light blue horizontal line.

Stephen McCarthy
Owner/Head Coach
Queensland Soccer Academy