



QSA Term Program Cancellation Policy

1. Cancellation by Participants:

- **Before Program Starts:**

- Cancellations made at least 14 days before the start of the program will receive a full refund minus a payment service charge.
- Cancellations made less than 14 days before the start of the program will be refunded 75% of the program fee.

No refunds will be provided once the program has started.

In the event of a medical emergency or extenuating circumstances that prevents participation, a pro-rated refund or credit toward a future program may be provided, however please discuss with program director if such an event arises. Review of medical certificate may be requested.

2. Cancellation by the Program:

- If the program is cancelled by the organizer before it begins, participants will receive a full refund of the program fee.
- If the program is cancelled after it begins due to unforeseen circumstances (e.g., extreme weather, health concerns), participants will receive a pro-rated refund based on the number of sessions missed.
- If a session is cancelled by the organiser due to illness or an unforeseen circumstance, the organiser will offer a make up session and alternative option such as a credit towards another term.

3. Session Missed:

- Missed sessions cannot be made up, and refunds or credits will not be provided for missed individual sessions.

4. Cancellation Requests:

- All cancellation requests must be submitted in writing via email to coach@queenslandsocceracademy.com. Requests should include the participant's name, reason for cancellation, and date of the request.

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



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