



# Purchase Terms and Conditions

Balga Soccer and Social Club Incorporated ABN 59 288 690775 (hereinafter referred to as "Balga SC", "us", "our") and the Customer and Member (being an entity subscribing to Balga SC for the provision of membership or purchase of a product or service agree that by accessing our services, you (hereinafter referred to as "the Customer", "the member", "you" and "your") accept, without limitation or qualification, the terms and conditions contained within this Document.

This document describes the Balga SC Purchase Terms and Conditions. This is applicable to all purchases made from Balga SC including and not limited to Club Merchandise, Membership and playing fees.

## General Terms

1. We reserve the right to terminate any services that you may have with us at any time.
  - a. Without limiting the generality of any other clauses, we may terminate your Agreement after providing notice in writing of seven days if:
    - i. you have provided Balga SC with false or misleading information or you have not provided Balga SC with any information that we have reasonably requested for the purposes of acquiring a membership;
    - ii. your service or Account has been Suspended for seven days and you have failed pay the amount specified on any due date specified in the bill;
    - iii. we discover or reasonably believe that you are a minor or do not believe you have the authority to enter into this agreement;
    - iv. you breach Balga SC code of conduct.
    - v. we may terminate this Agreement for any reason on thirty (30) days notice in writing to you.

Please note that termination will mean that we will be cancelling all associated services and benefits including but not limited to your Fee Free Football (FFF) eligibility.

## Charges

2. All advertised prices are in Australia dollars (AUD).
3. Memberships are on automated ongoing and reoccurring terms.
4. Acceptable payment methods are Credit Card (Visa, MasterCard), Direct Deposit and Cash.
  - a. Members are liable for any incorrect Chargeback fees charged at \$20.
5. All credit card charges are processed using a secure third-party payment gateway.
6. We reserve the right to terminate any services and payment agreements at any time.

## Cancellations

7. You may cancel your Full, Social and Player membership at any time by either
  - b. logging into your My Account portal or
  - c. contacting us on [enquiries@balgasc.com](mailto:enquiries@balgasc.com).



Please note that cancelling your membership will mean that you are cancelling all associated services and benefits including but not limited to your Fee Free Football (FFF) eligibility.

## Refund Policy

8. If we terminate the agreement under Clause 1, you will not be entitled to a refund.
9. If we terminate the agreement under Clause 1, we will provide you with a refund in respect of the services or products for which you have paid in advance but which have not been supplied by Balga SC.
10. We will not provide a refund for change of mind.
11. We will not provide a refund for Early service cancellation.

## Billing Disputes

12. Where you dispute the bill sent to you by Balga SC please provide a written notice to us within 14 days of the issue date. You will need to specify:
  - a. The specific line items in dispute.
  - b. Reasons for disputing each of the charges
13. We will assess the validity of these claims and provide a written response within 10 business days.
14. Where a billing dispute is found to be in our favour you will be required to pay the outstanding amounts by the due date. Where this due date has passed, you will be obliged to pay all outstanding monies within 2 business days.

## Delivery Times

15. Full, Social and Player Memberships are delivered from date of full successful payment.
16. Merchandise will vary and are contained within the Product Description on the Balga SC website.

## Memberships

17. Full and Social Memberships start on 1 October of each year and are valid to 30 September of the following year. For example, 2017 membership will begin on 1/10/2017 and finish on 30/9/2018.
18. Memberships purchased throughout a current subscription term will require a full payment and will expire on the upcoming 30 September.
19. Full and Social Memberships will be automatically renewed on 1 October of each year if there isn't a prior cancellation.
20. Player memberships expire on 30 Sep of each year and require manual renewal.