



📍 Woodman's Hill Secondary College  
✉ 1 Fussell Street, Ballarat East, VIC 3353  
✉ admin@futsalballarat.com.au  
☎ 0488 086 456  
🌐 futsalballarat.com.au

## School Holiday Clinic Cancellations and Amendment Policy

### 1. Introduction

Futsal Ballarat values your business and support and aim to provide the best possible service. To ensure smooth operations and fairness to both parties, we have established this policy.

### 2. Cancellation Guidelines

#### 2.1 Cancellation Period

Attendees are entitled to cancel their bookings up until the day of the scheduled clinic however cancellations up until 48 hours' notice will result in charges.

#### 2.2 Cancellation Methods

All cancellations must be communicated in writing via email to [admin@futsalballarat.com.au](mailto:admin@futsalballarat.com.au) if you are entitled to a refund, it will not be processed until we have written confirmation of the cancellation.

### 3. Fees

Less than 24 hours' notice	No Refund
Less than 48 hours' notice	50% Refund
More than 48 hours' notice	Full Refund
Amendments to Bookings (Change of day, names etc)	\$10.00

### 4. Exceptions

Exceptions to our cancellation policy may be considered on a case-by-case basis, such as in the event of extenuating circumstances or emergencies. Please contact Futsal Ballarat Management directly if this relates to you.

### 5. Refund Process

Refunds for cancellations will be proceeded within 5 business days after receiving the written cancellation request. It may take additional time for the refund to reflect in the customer's account, depending on their payment method.

### 6. Updates to the Cancellation and Amendment Policy

Futsal Ballarat reserves the right to update and modify this policy as necessary. Any changes will be effective immediately upon posting on our website.





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