

REFUND POLICY

SCOTTISH BORDERS COUNCIL HOCKEY DEVELOPMENT SQUAD PROGRAMMES

1.0. What are Hockey Development Squad Programmes?

- 1.1. Scottish Borders Council's Sports Development Team operate Hockey Development Squad blocks of activity that operate through the year at Selkirk 2G pitch and Kelso 2G pitch. Young hockey players are selected onto blocks of activity following trials in September of each year.
- 1.2. Players participate in three paid for blocks of activity throughout the year (Oct-Dec, Jan-March, and April-June). Participants pay for the block of activity in advance. These blocks generally follow the school terms and are 8-10 weeks in duration.
- 1.3. Once a player has been selected onto the programme, they are in the programme for all three blocks of the academic year.
- 1.4. Each block of activity will have a two week window at the end of the block which can be used to make up for any missed sessions through inclement weather or staff absence.

2.0. What is our refund policy?

- 2.1. In the event of cancellation of a session(s), (most likely because of an unplayable pitch surface or coach unavailability), our team will endeavour to reschedule the missed session(s) at the end of that block.
- 2.2. Cancelled sessions may not be rescheduled as a physical hockey session and may be a classroom based hockey session or online workshop.
- 2.3. In the event that it has not been possible to reschedule cancelled sessions, a reduction in price to the next block of activity will be applied.
- 2.4. Where implementation of 2.1-2.3 has not been possible, a refund will be provided.
- 2.5. Where a physical refund is required, this will be processed in accordance with Scottish Borders Council's Income Management Policy.

2.5.1. Refund where card payment was made

- 2.5.1.1. Refund will be made to the card used to make the initial payment.

2.5.2. Refund where invoice was issued for payment

2.5.2.1. A credit note will be issued against your account.

- 2.6.** Refunds will not be issued for participants failure to attend the hockey development squad through illness/injury/other commitments etc. A refund may be considered if a participant can not attend due to a long term injury. In this instance, a refund will be issued in accordance with section 2.5.