



NEXTGEN FOOTBALL ACADEMY

COVID-19 REFUND POLICY

During these hard times Nextgen F.A are aware of the uncertainty surrounding COVID-19. At any time, the government can push us into a Lockdown and suspend our training sessions.

Nextgen F.A have discussed the impact this could have on clients and feel the only fair way to deal with these hard times for both Nextgen F.A and for you our clients are to offer a COVID-19 Refund policy.

This Policy **ONLY** applies during the Covid-19 Pandemic. Our Policy will be as follows:

- ✓ Once you have signed up to our Programs and Paid in full. You will be eligible to be refunded back money to the value your program session is worth for and sessions missed due out of our control Covid-19 Lockdown.

An example of how this will work will be:

Your child has signed up to a Group Session for 1 hr a week for the Yearly Program. This Program costs \$990 for the full 4 Terms of the Year.

The Government puts us into a 4-week Lockdown in February and you miss 4 sessions. Our refund will be paid back to you at \$27.50 per session x 4 = \$110 we will refund back into your bank account.

**** Please Note** if a Lock down occurs over a School Holiday period you will only be refunded sessions that are impacted during the School Term Sessions during the Lockdown.