



SOCCER FUN ACADEMY INCORPORATED TERMS & CONDITIONS

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Date Adopted by Soccer Fun Academy Incorporated Board:	[1 July 2024]
Effective Date:	[15 July 2024]
Review Frequency:	Annual
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Terms and Conditions

1. PAYMENT REGISTRATION

- 1.1 Soccer Fun Academy Incorporated: Enrolling in a Soccer Fun Academy Incorporated secures a booking for the duration of the whole Program. Irrespective of attendance, payment is on a per Program basis and is expected by the date due on the invoice. Parents/caregivers and children are responsible for Program attendance.
- 1.2 Soccer Fun Academy Incorporated: Enrolling in a Soccer Fun Academy Incorporated secures a booking for the days/times selected at the time of booking. Irrespective of attendance, unless prior notice that a child will be absent is given (minimum 24 hours, or as set out in Program specific booking information), payment is still required and is expected by the date due on the invoice. Parents/caregivers and children are responsible for Program attendance.
- 1.3 Soccer Fun Academy Incorporated length: All Soccer Fun Academy Incorporated Programs will run according to the Victorian School Terms.
- 1.4 Late payment: Late payment constitutes default under this agreement and Soccer Fun Academy Incorporated may withdraw children from programs at their discretion. Additional administration fees may be charged to overdue accounts.
- 1.5 Early Drop Offs or Late pick-ups: Children arriving earlier or collected later than the booked session will incur extra charges. For late collections after the conclusion of the Program, you will be charged \$20 per 15 minutes or part thereof.
- 1.6 Indemnity: The parent/caregiver agrees to indemnify Soccer Fun Academy Incorporated Programs against all costs, whether commissions, legal fees or otherwise, incurred by Soccer Fun Academy Incorporated Programs or their duly Authorised Agents relating to the recovery of any monies that may be outstanding from time to time pursuant to the terms of this agreement.
- 1.7 Discontinued sessions: Soccer Fun Academy Incorporated Programs reserve the right to discontinue any child for reasons including, but not limited to, inappropriate behaviour and non-payment of fees.
- 1.8 Note: Program costs are reviewed annually, or as reasonably required, and at least one month's notice, where possible, will be given of any change in price.

2 REFUNDS

- 2.1 Soccer Fun Academy Incorporated Missed Sessions: No refund will be given where session is missed or for early withdrawal from sessions during the term.
- 2.2 Soccer Fun Academy Incorporated Cancelled Sessions: If a session has to be cancelled and a catch-up session is not available, that fee will be reimbursed and or credited to the next term.
- 2.3 Soccer Fun Academy Incorporated Holiday Program Missed Sessions: No refund will be given where a session is missed unless Soccer Fun Academy Incorporated has been contacted and advised of a child's absence a minimum of 12 hours before the session commences.

3 CHILD HEALTH AND SAFETY

- 3.1 Medical information: In the interests of your child's well-being, whilst in the care of Soccer Fun Academy Incorporated Programs, the Program must be informed of any medical or other condition affecting your child. This information should be included in your 'Child's Details' in your online account, and updated if conditions develop or change.
- 3.2 Soccer Fun Academy Incorporated is not responsible for children outside of the agreed Program time or for a child making their way to and from a Program venue.
- 3.3 Health and Safety Emergencies: In an emergency situation where your child needs medical attention, staff will ensure that every effort possible is made to get hold of the parents/caregivers/emergency contacts. Parents/Caregiver are expected to stay near their child during the program.
- 3.4 Parents/caregivers are expected to be able to collect their child at any time if they become unwell, jeopardise the safety of other children or coaches at the Program, or are identified as a health risk to other children or coaches at our Program.
- 3.5 Soccer Fun Academy Incorporated are committed to the recognition and prevention of abuse of children within our Programs and the community and supports the roles of statutory agencies such as the Police and Commission for children and young people (<https://ccyp.vic.gov.au/>)

4 PRIVACY AND COPYRIGHT:

- 4.1 Advertising: Soccer Fun Academy Incorporated Programs will occasionally video / photograph sessions and may use video footage or pictures for promotional or training purposes. You agree to your child's image/s being used, unless written notification to the contrary is provided at enrolment. If any images are going to be used more widely you will be contacted, and an agreement arranged.
- 4.2 Personal information: Soccer Fun Academy Incorporated Programs collect, use and share your information in accordance with the Soccer Fun Academy Incorporated Privacy Policy. The most current version of our Privacy Policy can be found below.
- 4.3 Copyright: Children/Parents/Caregivers undertake not to make copies of any Soccer Fun Academy Incorporated Program material, and/or use our intellectual property rights and content unless authorised to do so by Soccer Fun Academy Incorporated in writing.

5 GENERAL

- 5.1 I consent to my child participating in/attending activities arranged by Soccer Fun Academy Incorporated Programs.
- 5.2 Belongings: Soccer Fun Academy Incorporated takes no responsibility for any loss or damage to children's property while in our Programs.

6 PRIVACY POLICY

Soccer Fun Academy Incorporated is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses and phone number.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.soccerfun.com.au, from media and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained.
- For a secondary purpose that is directly related to the primary purpose.
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Soccer Fun Academy Incorporated will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:
Hello@soccerfun.com.au