



Membership & Cancellation Policy

1. Purpose of This Policy

This policy outlines the terms and conditions relating to club memberships, payments, communications, and cancellations. By registering as a member of HVV Football Factory, individuals agree to comply with the rules set out in this document.

2. Membership Agreement

2.1 Acceptance of Terms

By signing up for a membership with HVV Football Factory, members automatically agree to all terms and conditions outlined in this policy.

2.2 Membership Fees & Collection

- Members agree to being charged for their membership through the club's appointed collection company, **Nikki**.
- By registering, members authorize Nikki to collect membership fees according to the selected membership plan.
- Failure to pay membership fees may result in suspension of participation until payment obligations are fulfilled.

2.3 Membership Duration

- Memberships are valid for the season or period selected at sign-up.
- Once the cancellation period has passed (see Section 5), the full membership fee for the selected period becomes payable.

3. Communication & Mailing List

3.1 Mailing List Consent

- By becoming a member, individuals agree to be added to the club's mailing list.
- This mailing list will be used to share club updates, administrative notices, and policy reminders.

3.2 Official Communication Channel

- All official membership-related communication, including cancellations, **must** be conducted via the club's official email address:
hvvfootballfactory@gmail.com



- Communication through captains, coaches, private messages, social media, or verbal conversations will **not** be considered valid.

4. Member Responsibilities

Members are expected to:

- Provide accurate and up-to-date personal and contact information.
- Adhere to club rules, codes of conduct, and fair play principles.
- Respect teammates, opponents, referees, and club officials.
- Keep track of important dates related to their membership, including cancellation deadlines.
- Inform the club in a timely manner of any changes affecting their membership status.

5. Cancellation Policy

5.1 Standard Cancellation Period

- Members may cancel their membership **only within 30 days of the sign-up date**.
- Cancellation requests must be sent via email to hvvfootballfactory@gmail.com within this 30-day period.

5.2 After the Cancellation Period

- Once the 30-day cancellation window has passed, members are **fully obligated to pay the entire membership fee** for the period they signed up for.
- No partial refunds or cancellations will be granted after this period, except in the special cases outlined in Section 5.4.

5.3 Reminder Emails

- The club will send general reminder emails regarding cancellation deadlines.
- These emails are sent to all members and are **not tailored to individual cases**.
- Responsibility for tracking the cancellation deadline lies solely with each individual member.

5.4 Exceptional Circumstances

Memberships may only be cancelled or refunded after the 30-day period under the following exceptional circumstances:

- **Serious injury** that prevents continued participation.

- **Relocation**, including leaving the country or moving a significant distance away from The Hague.

For both cases:

- Valid proof must be provided (e.g. medical documentation or official proof of relocation).
- The club reserves the right to review and approve or reject such requests.

6. Season Renewal & Non-Continuation

6.1 Notice of Non-Continuation

- Members who do not intend to continue with the club for the following season must inform the club **no later than 1st of September** via email.

6.2 Automatic Renewal

- If the club is not informed by 1st of September, the member will be **automatically registered for the next season.**
- Automatically renewed memberships fall under the same conditions as new memberships, including:
 - A 30-day cancellation period.
 - Full payment obligation if not cancelled within that period.

7. Policy Amendments

HVV Football Factory reserves the right to update or amend this policy at any time. Members will be informed of significant changes through official club communication channels.