



# 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:  
[hvfootballfactory@gmail.com](mailto:hvfootballfactory@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 [hhvfootballfactory@gmail.com](mailto:hhvfootballfactory@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.