



## AUSTRALIAN FUTSAL ASSOCIATION



www.australianfutsal.com

### INTERNATIONAL TOUR POSITION ACCEPTANCE

Dear Parents, Players & Supporters

Please make sure you have read and understand the Position Acceptance Terms and Conditions outlined in this document. Payment of your deposit is taken as your acceptance of these terms. If you have any questions, please contact your tour organiser on 07 3270 2777.

We understand the excitement and significance of accepting a position on an Australian Futsal Tour. We would also like you to be fully aware of the terms and conditions as outlined here. Because of this we allow a fourteen day cooling off period in which you can withdraw your participation after registering online.

This time will allow you to fully consider all that is involved in the tour and your own personal circumstances and whether participation on the tour is the best fit for you. So please read ahead thoroughly as after this fourteen day period applicable withdrawal costs will be incurred, and fees paid forfeited.

Upon your registration you completed the following documentation:

#### **PLAYERS & SUPPORTERS**

- Personal details
- Equipment Order Form
- Medical Form
- Acknowledgement of your understanding of this 'Position Acceptance' document.

If after reading this document, and you need to make amendments to your registration, please contact your tour coordinator directly.

The following document outlines the terms and conditions for participation in the tour and provides other useful information to assist in your preparations and ours.

#### **SUPPORTERS APPROVAL**

If you are registering as a supporter, please be aware that Australian Futsal has guidelines to accepting your position. After registration, you will be sent further information on your position as a supporter. If you are in agreement to these terms and able to secure a state working with children check, AFA will approve your position on tour

Please also be aware that at times tour members may be required to walk to and from tour locations of up to 3-5 kilometres. Before registering your position, please speak to your tour coordinator if you believe this may restrict you.

Unfortunately, we are unable to accept any supporters on tour under the age of six years old. We recommend if you wish to travel with supporters under this age, that you follow the tour as an unofficial supporter.

## **POSITION ACCEPTANCE TERMS & CONDITIONS**

Australian Futsal Association aims to provide you with the best travelling experience and service possible. To meet the requirements placed upon us to successfully ensure we can provide that service to you, the following terms and conditions are provided for our tour members to adhere to.

**Your acceptance of these terms and conditions is represented by checking the acceptance box in your online registration.**

### **PAYMENTS**

- ⤴ All payment due dates on the initial invitation must be met. Failure to make payment on the due dates stipulated in the invitation letter will result in a \$50 fee per instalment and member missed. This fee will be automatically added to your levy total.
- ⤴ The full balance for the tour is due as per the final payment date indicated in the payment plan of the tour invitation. All balances must be paid prior to this date. Failure to do so may result in additional fees.

We understand that some circumstances may not allow you to adhere to these payment dates. If this occurs, you must inform us to make an alternative arrangement. Failure to communicate with your tour leader with this may lead you to being removed from the tour.

- ⤴ Additional fees are applicable to supporters wanting their own room. The single subsidy fee differs per tour and can be supplied once hotel bookings are made. Requests to have your own room must be sent via email to your tour coordinator.
- ⤴ Tour members seeking alternate flights will incur a fee of \$50/member. If the airfare on the date you wish to travel is higher than the date the group is travelling, you will also be responsible for the additional cost of the flight. This is payable at time of flight booking.
- ⤴ Additional payments on top of your levy may be applicable in the case of late payments in relation to the booking of flights and or visa processing. Please see applicable information on flights and passports contained in this document.

### **WITHDRAWING**

Please take careful consideration when accepting your position. Withdrawal will result in some monies being forfeited dependant on the date of your withdrawal. Please understand that once you have registered for the tour online, you have officially accepted the position and have entered into a contract.

Following are the conditions and money paid that you will forfeit for withdrawing from a tour. All cases are assessed on an individual basis however these are the following guidelines used in assessing withdrawals.

#### **Withdrawing without medical certificate:**

- ⤴ Within 14 days cooling off period (14 days from when your registered) – Full refund.
- ⤴ After 14 days and before the due date of the 3<sup>rd</sup> payment – \$500 forfeited
- ⤴ After 3<sup>rd</sup> payment due date and before the due date of the 4<sup>th</sup> payment– \$1500 forfeited
- ⤴ After the 4<sup>th</sup> payment due date and before the due date of the 5<sup>th</sup> payment – \$2000 forfeited
- ⤴ After the 5<sup>th</sup> payment due date and before the due date of the 6<sup>th</sup> payment - \$2500 forfeited
- ⤴ After the 6<sup>th</sup> payment – \$4000
- ⤴ After the 7<sup>th</sup> payment – nil refund

#### **Withdrawing with medical certificate:**

Due to injury that does not allow the player to travel by air or significantly restricts a player from participating in tour activities (games and training) – any refund will be reviewed case by case and subject to a possible insurance claim. We will not accept a doctor's certificate that merely pertains to your inability to travel/fly. There must be substantial documentation on your injury i.e. Broken leg, ruptured ACL. AFA will work with you in submitting your claim and process it through the insurance company. It will then be up to the insurance company to approve or decline your claim. Please be aware that if your case is referred to our broker, you will need substantial evidence of your injury to be approved.

**Inability to produce travel documents:**

If you are unable to secure a passport or visa for the designated country, AFA do not offer refunds. Please ensure you can obtain these documents prior to accepting your position.

At any stage – When flights have been booked, upon withdrawing from the tour the fee associated with cancelling your air ticket will be deducted from any refund along with any other associated fees at that stage.

Please note REFUNDS can take a minimum of 30 days to be processed. Withdrawing your acceptance can only be done by filling in the online withdrawal form [austfutsal.formstack.com/forms/interwithdrawal](http://austfutsal.formstack.com/forms/interwithdrawal) No verbal withdrawals are accepted, nor emails.

**Your acceptance of these terms and conditions is represented by checking the acceptance box in your online registration. If you do not agree with these terms, you have fourteen days from the date of your registration to withdraw from the tour without fees being retained.**

**MEDICAL CONDITIONS REQUIRING SPECIAL SUPERVISION**

Tour leaders and officials have an equal duty of care to all tour members therefore in fairness to all tour members in the case that your child has a medical condition that may require special supervision such as but not limited to anxiety, self harming tendencies, epilepsy and alike it may be necessary for them to be accompanied by a parent or guardian. We will communicate with you regarding the condition and assess each individual's medical situation if this is the case. Ensure all medical information is filled out correctly in the online registration.

**Failure to disclose a medical condition may put your child or others in harms way and may lead to further expenses on your behalf in the case that they may need to be returned home from the tour.**

**FURTHER REQUIREMENTS TO TRAVELLERS - PASSPORTS**

All tour members need to submit a copy of their passport photo page at time of registration. If you have not, you must send a copy to your tour coordinator immediately. If you do not have a passport, please apply for one immediately.

Please ensure that your name(s) submitted at registration are as per your passport because name changes, or amendments may incur additional fees.

All passports need at least 6 months validity from the return date of the tour. To purchase flights, we must have a copy of your passport. If your passport copy is not available at the time flights are booked and the delay results in booking your flights after the tour groups, any fare difference incurred at this time in comparison to the groups flights will be payable by the tour member. We also cannot guarantee the same flights will be available in this case.

In the instance where you have not submitted your passport and your tour leader must book flights, in the event you are not able to secure a passport, the charge of the flight will be your responsibility to pay. Nor will you be eligible for a refund in any funds paid (please see withdrawal policy)

If your tour requires a visa or visa waiver for entry (Brazil Tour, China Tour, USA Tour some non-Australian passport holders) you may be requested to send in appropriate documentation for your visa application along with your physical passport. Be aware that some documents requested for your visa may have extra costs involved. Relevant details and due dates will be provided in the tour updates. If your passport and documentation is sent after the due date a \$100 fee will be applied for late processing and if your visa is not ready in time to depart on your tour any additional costs or cancellation costs will be incurred by the tour member and a refund will not be applicable. Passport copies can be scanned and email to your tour coordinator

## **TOUR FLIGHTS**

Your tour package provides you with flights inclusive from your closest airport i.e. Melbourne, Brisbane, Sydney, Perth, Adelaide, Townsville, Cairns. This airport must be of a reasonable distance from the international airport you are departing from for the main tour flights. For example, we won't provide flights from Gold Coast to Brisbane to fly internationally out of Brisbane, nor Newcastle out of Sydney.

Any other arrangements made to get to these locations are the responsibility of the tour member. If the schedule of flights from your destination requires an overnight stay prior to your international flight or on return from your international flight, the cost of the overnight stay and arrangements are the responsibility of the player/guardians of the player.

### **Flight Detail and Tour Dates**

Until tour flights are purchased, which is generally two months out from each tour, the tour dates cannot be confirmed. It may be the case that a tour is required to fly out a day or two earlier or later. Once flights are booked, you will receive an update confirming the dates. In this update you will also be told what time and meet at the airport and what time you will get back into Australia.

AFA will not provide in advance of booking flights, what airline we are using, as this can only be confirmed when flights are booked. We are reliant on what carriers provide flights on our travel dates, and what carriers offer the best connections for all tour members who are coming from different states. It may be the case that we meet in a stopover destination and not in Australia. On all international flights, minors will have adult supervision if the entire group meet at an international stopover or the final destination.

For all tours we will provide you with flight details three weeks before the tour. It is also expected you will receive your e-tickets outlining all stopovers for your flights.

Australian Futsal accepts no responsibility for changes to the flight details as administered by the airline. No flight details will be given verbally over the phone.

### **Late Tour Payments and Flight Bookings**

If your tour payments are not up to date at the time flights are booked and the delay results in booking your flights after the tour groups, any fare difference incurred at this time in comparison to the groups flights will be payable by the tour member. We also cannot guarantee the same flights will be available in this case.

### **Alternative Flights to the Tour Group**

At times some tour members may like to extend their stay in the tour location. In these cases, we arrange your alternative flights to synchronise as much as possible with the tour's flights. A \$50 is applicable per tour member for alternate flights. You will also incur the cost of any airfare increase for the date you wish to travel.

Any additional cost is payable by the individual at the time of booking. Alternate flights can only be in accordance to a date change, you cannot alter the destination. It must still be to the same destination as the tour group flights i.e. if your tour is to Barcelona, your alternate flights can only be to or from Barcelona. You can book other flights yourself as long as your flights to and from Australia are from Barcelona.

Travel insurance for the extended dates is your responsibility and AFA strongly recommend it. No verbal requests for alternate flights will be taken, you will need to email your tour coordinator directly.

If you are seeking alternate flights, it is your responsibility to get to and from the airport to the hotel or where the tour group is at the time.

If you are seeking alternate flights, it is your responsibility to get travel insurance outside of the official tour dates. Individuals are unable to use the same company as us for a separate policy as it is a corporate provider.

## **One Way Flights**

We are often asked if we can purchase one-way flights, sometimes because passengers want to fly with different operators or require special arrangements to meet up with family after a tour. AFA remind tour members who request one-way flights, that in most cases a one-way flight, can be the same price as a return flight. This is how airlines make money. Any charges will be passed directly onto you so please ensure you have no other option than to not get a return ticket. If you do choose this option, the amount payable for your flight can only be established once flights are booked.

## **Amendment Fee**

For changes to air travel booked by AFA, an air amendment fee of \$35 per person will be charged in addition to any charges levied by the Airline.

## **Members with non-group flights**

Some tour members may seek to get their own flights, this is not encouraged. Please be reminded that flight information is given out three weeks before departure and no time prior. Tour dates will only be confirmed once flights are booked. If you are trying to book in advance, AFA take no responsibility in changes to dates nor are the liable for any fees resulting in changes such as additional accommodation, meals or costs to change flights.

If you are getting your own flights, it is your responsibility to get travel insurance for your flight dates. You will not be included in the tour group's insurance for your flights. Your tour travel insurance will be applicable once you are with the group.

If you are not getting flights with the group, it is your responsibility to get to and from the airport to the hotel. You will not be included in the airport transfers list.

## **TOUR ACCOMMODATION**

It is expected the hotel names for the tour are provided two weeks prior to the time of departure. While we understand everyone is eager to find out where they will be staying it's in the best interests of the tour group that we are allowed the time to secure enough rooms to best cater for the size and make up of each tour group. Therefore, we appreciate your patience in awaiting this information. If you need additional information after the accommodation details are released, we ask that you don't contact the premises directly but instead contact us. Hotel contact numbers are only meant for contacting the tour group while they are away.

Our hosts secure our accommodation in advance, once they have it booked, we will endeavour to release the area you will be located in.

Players are roomed with players, and supporters with supporters for tour twelve years and up. For tour ten years and eleven years, players will be placed in the same room as their supporter. If no supporter is travelling, they will be placed in a room with another unaccompanied child and will be roomed directly next to an official's room. If your child is accepting a position on a 10 or 11's years tour, please carefully consider coming on the tour as a supporter, otherwise you accept that they will be in a room with another player.

As a supporter you have an option to have your own room at an additional charge. Contact your tour coordinator for further information.

## **NON-TOUR MEMBERS FOLLOWING THE TOUR**

For anyone wishing to partake in any aspect of the tour or looking to support the children we encourage you to consider joining the tour as a supporter. It's the easiest and best way to enjoy the experience with your player on tour. At times we understand there will be some people who cannot participate as a part of the tour. If this is the case, please consider always while the kids are on tour, they are under the duty of care of the tour officials and must partake in all tour activities. Please notify us if you intend to be around the tour group at any stage so we can account for your presence.

In the lead up to departure no preference is given to providing information to non-tour members making personal arrangements. All information for tour members and non-tour members is provided at the same time in fairness to allow us to make the best arrangements for those players and supporters who are experiencing the tour with Australian Futsal. While the group is away, we also ask anyone that is not a part of the tour to give the tour leaders and officials enough space and understanding that first and foremost their responsibilities are with looking after the tour group and they should not be expected to provide constant updates on the movements and arrangements of the tour to non-tour members.

Please keep in mind that it is not only a hotel room, a seat on a bus, a meal or airline ticket tour members are paying for, the services and knowledge of our staff, and representatives are also factored into your tour levy.

### **TOUR ITINERARY**

At all the times prior to and during the tour, itinerary items including tour locations, intended cities of travel, futsal activities such as training, games and tournaments, sightseeing, flights and transport are subject to change. When changes occur, they have been made with the tour groups best interests in mind. The tour group will be informed of any significant changes through the tour updates or through direct communication if on tour at the time of the change. The Itinerary will be provided two days prior to the tour's departure. You can expect it to be a combination of training, games, shopping and sightseeing on consecutive days. Often, we need to make changes and alterations for the benefit of the group.

### **TOUR LEVY INCLUSIONS**

All items in the levy of your tour are inclusive \*\*\*

The tour components cannot be broken down or omitted to render a cheaper levy, nor can you choose to only have accommodation or a seat on the bus. Unfortunately, there are no discounts for multiple family members on tour as we still pay full price per person for items. If this is not suitable for you, it is recommended that you reconsider your position.

\*\*\* In some cases, there may be exceptions for those with alternative flights or for previous tour members that already have the tour uniform