

Postal address  
PO Box 28-048  
Beckenham  
Christchurch 8242  
NEW ZEALAND



Clubrooms Address  
Woolston Club  
43 Hargood Street  
Woolston  
Christchurch

## Payment Policy

### Payments

Cashmere Technical uses an online player registration portal accessed via a personal secure login from the website [www.ctfc.co.nz](http://www.ctfc.co.nz). The online player registration portal is provided by New Zealand Football and known as 'Friendly Manager'.

When you are asked to pay for club fees, the Friendly Manager system will provide the payment gateway provided by the Stripe interface allowing you to pay by credit or debit card. These payments are then recorded on your member profile.

Both Friendly Manager and Stripe will collect information about you, including information about transactions processed by you. All information collected by these systems are collected in line with all relevant Privacy Policies and comprehensive security standards.

We accept credit and debit card payments (Visa and Mastercard). We also accept payments by way of direct credit to our bank account (ASB 12-3494-0013760-00). If paying by direct credit, please use the players name as the reference and where possible include the relevant invoice number.

All our prices for subscriptions and other charges are in New Zealand Dollars (NZD) and include GST.

### Outstanding Accounts

Outstanding balances on your account must be cleared before the end of a calendar year and before the next season commences. If you have an outstanding balance on your membership account and we have made several attempts to follow up regarding payment, your membership with Cashmere Technical will be put on hold until payment is received. This means you will be unable to play for another NZ football club.

If you need assistance with implementing a payment plan please contact us at [info@ctfc.co.nz](mailto:info@ctfc.co.nz).

### Refunds

Requests for refunds of membership subscriptions will be considered on a case-by-case basis. As a guideline, we will partially refund player subscriptions up until the date on which competition entry fees, and affiliation fees are payable to Mainland Football. After that date, refunds will only be given in exceptional circumstances. Any requests for refunds should be made by email to [info@ctfc.co.nz](mailto:info@ctfc.co.nz).

### Administration Fee

Refunds will incur a \$10 administration processing fee.