

## CANCELLATION AND REFUND POLICY

### 1. INTRODUCTION

- 1.1. This Cancellation and Refund Policy outlines the terms and conditions for cancelling registrations and requesting refunds. By registering with us, you agree to the terms set forth in this policy.
- 1.2. This policy applies to all Club events and activities unless otherwise stated in the specific terms and conditions for a particular event or activity.

### 2. REGISTRATION POLICY

- 2.1. Registration is only successful after completing the registration through the Club's website and making full payment to the Club's bank account.
- 2.2. Bank Payment Details:
  - **Account Name:** BJMF Sports
  - **Sort Code:** 08-92-99
  - **Account Number:** 67391697
  - **Reference:** (Name) (Date of Event)

### 3. CANCELLATION POLICY

#### 3.1. Event Cancellation

- 3.1.1. Participants may request a cancellation with a full refund if the request is made more than 24 hours before the event starts.
- 3.1.2. Cancellations made within 24 hours of the event start time will not be eligible for a refund.
- 3.1.3. To request a cancellation, participants must email **teambjmf@gmail.com**, send a message via the Club's Instagram **bjmf\_badminton**, or contact the Club through its **WhatsApp Channel**.

### 4. REFUND POLICY

#### 4.1. Eligibility for Refunds

- 4.1.1. Refunds are only applicable for cancellations made more than 24 hours before the event starts.
- 4.1.2. Refunds are not available for cancellations within 24 hours of the event.
- 4.1.3. Services that have already been rendered are non-refundable.

#### 4.2. Refund Process

- 4.2.1. To request a refund, participants must submit a refund request to **teambjmf@gmail.com**, message **bjmf\_badminton** on Instagram, or

contact the Club via its **WhatsApp Channel** with proof of registration and payment.

4.2.2. Refund requests will be reviewed within 5 business days.

4.2.3. If approved, refunds will be processed within 5 business days via the original payment method or can be used as credit for the next event.

#### 4.3. **EXCEPTIONS**

4.3.1. No refunds will be provided for cancellations made within 24 hours of the event start time.

4.3.2. Refunds will not be issued for customer errors, such as incorrect registration details or failure to attend the event.

4.3.3. Due to health conditions, participants may receive a full refund if they provide a valid doctor's note.

### 5. **Contact Information**

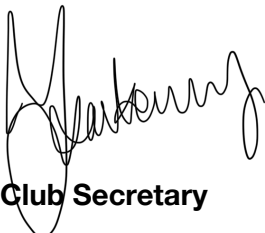
5.1. For any inquiries regarding cancellations or refunds, please contact us at:

- **Email:** [teambjmf@gmail.com](mailto:teambjmf@gmail.com)
- **Instagram:** [bjmf\\_badminton](#)
- **BJMF WhatsApp Channel**



**Club Captain**

Adrian YIP



**Club Secretary**

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29 January 2025