



## AUSTRALIAN FUTSAL ASSOCIATION



www.australianfutsal.com

### INTERNATIONAL TOUR POSITION ACCEPTANCE 2023

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.

We understand the excitement and significance of accepting a position on an International 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.

### **PAYMENTS AND FINANCIALS**

The privilege of selection comes with a financial responsibility. Each player or supporter is charged a tour levy which is calculated by AFA International Tours department based on the costs and overheads to produce the tour. The costs of our volunteer officials to accompany the tour and our tour hosts preparations are also incorporated into the overall player/supporter levy.

Players will not be permitted to depart on International Flights for the tour unless all fees have been paid. If players have difficulty meeting this financial commitment you should contact Australian Futsal who will provide you with information on the assistance to meet your financial obligations.

The cost of the tour is the amount set out in the original selection letter. The cost may be paid in a single instalment or in accordance with the payment plan in the letter. If you choose to pay the cost of the tour in accordance with the payment plan, then your instalments will be due on the dates set out in the letter. Please note that in accordance with the 'additional fees' section below, a fee is payable to the AFA if you miss an instalment.

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.

AFA do not arrange alternate flights. You have the option to wait until flights are booked and make changes to the booking at your own cost OR book your own flights for the tour, and organise your own airport transfers to and from the hotel. You will then receive a reduction in fee for no flights. You are still required to supplement flight for tour officials. Each tour has a different amount for no flights, so please contact your tour coordinator if you wish to arrange your own flights and airport transfers.

If you organise your own flights, AFA take no responsibility for changes in tour dates, in relation to additional costs incurred due to rebooking flights, accommodation etc.

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.

Payments are refundable only as set out in the 'withdrawals' section below and not otherwise. By accepting the terms of this document, you agree that:

- should you elect to pay the player fee by instalments, your obligation to make payments is not conditional upon your child's participation in the event; and
- if you withdraw within one month of a tour, you will not receive a refund of any instalments you have previously paid and will remain liable for any additional fees incurred.

You also agree to pay the additional fees as set out in the 'additional fees structure' table below and the 'withdrawals' section immediately below.

### **WITHDRAWALS**

Withdrawing can only be done by way of filling the in withdrawal/refund form online at [austfutsal.formstack.com/forms/interwithdrawal](http://austfutsal.formstack.com/forms/interwithdrawal)

Please note REFUNDS can take a minimum of 90 days to be processed.

No verbal withdrawals will be accepted. Australian Futsal Association takes due care and diligence in providing this information sheet to you and are not responsible for postal or electronic errors.

Please include specific reasons for your withdrawal and include any medical certificates if applicable.

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.

## ADDITIONAL FEES STRUCTURE

	<b>Date:</b>	<b>Refund Amount</b>	<b>Additional Fee</b>
Withdrawal from tour	Within 14 day cooling off period	Total payment	Not applicable
Withdrawal from tour	After 14 days of your registration and before the 3 <sup>rd</sup> payment due date deposit due date and more than 3 months before departure date	Total Payments made minus additional fee	\$600 forfeited
Withdrawal from tour	After 3 <sup>rd</sup> payment due date and before 4 <sup>th</sup> payment due date	Total Payments made minus additional fee	\$1500 forfeited
Withdrawal from tour	After the 4 <sup>th</sup> payment due date and before 5 <sup>th</sup> payment due date	Total Payments made minus additional fee	\$2000 forfeited
Withdrawal from tour	After the 5 <sup>th</sup> payment due date and before 6 <sup>th</sup> payment due date	Total Payments made minus additional fee	\$2500 forfeited
Withdrawal from tour	After the 6 <sup>th</sup> payment	Total Payments made minus additional fee	\$4000
Withdrawal from tour	After the 7 <sup>th</sup> payment	Nil refund	
Failure to pay an instalment by the due date	As per selection letter – Unless prior approval from co-ordinator	N/A	\$50 for each late instalment
Change or extension of travel dates/flights requested by tour member		N/A	\$50 for any change in flight details plus: <ul style="list-style-type: none"> <li>the difference in fare (if any); and/or</li> <li>any other charge imposed by the airline.</li> </ul>
Single subsidy room rate		N/A	To be calculated by tour coordinator based on hotel charge. You will take responsibility for the total charge or the room.

### TRAVEL INSURANCE

It is the responsibility of each tour member to purchase travel insurance for the tour. You will not be able to participate in the tour if you do not obtain travel insurance. It is strongly recommended that as soon as you accept your position on tour, you obtain travel insurance. Depending on your policy it will not only cover you overseas but in the event you need to withdraw from the tour due to medical reasons, you can/will be covered for the additional fees structure set out above due to withdrawing because of illness/injury. Please ensure you review the type of policy you purchase as insurance policies can differ from company to company and their level of coverage.

If you do sustain an injury that prevents you from touring, please notify your tour official immediately.

### 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.

## **CHANGES TO TOUR DATES DUE TO COVID19 CLOSURE**

There are a few scenarios that will occur in terms of what happens to the tour and your funds if border closures occur that affect the tour dates.

- 1 - If AFA have knowledge that we are unable to get to your destination, on the proposed dates and have time, the tour will be rescheduled. If you are unable to travel on the rescheduled dates, AFA will offer to transfer you to a tour at a more suitable time for your age category. Or you will be offered a full credit to go towards any AFA or AFA affiliate programs. Cash refunds will not be applicable in this scenario.
- 2- If it is a snap lockdown in any states or territories, we will endeavour to get you to your destination as soon as possible, even if it means delaying the tour a day or two.
- 3 - If there is no possible way for you to travel, you will receive a credit towards another tour or program.

## **VACCINATION AND COVID-19 REQUIREMENTS**

Different touring countries require various COVID-19 requirements. Regulation continues to change. Some tour destinations require you to be fully vaccinated against COVID-19. Before registering for your tour, please ensure if it is a requirement for your destination. If it is a stipulation for your country and you do not agree with the regulation, please contact your tour coordinator to discuss further.

AFA recommend that all tour members no matter what destination, are fully vaccinated.

## **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, Vietnam, China and USA, South Korea, Canada) it will be your responsibility to obtain and pay for your own visa. Your tour leader will send information on the process of applying when it is time to complete.

It is the tour members responsibility to obtain their own passport and visa if it is required for your destination or in transit to your destination. If you are unable to obtain a passport or visa (if required), you will not be liable for a refund, and it will fall in place with the 'additional fee structure' mentioned earlier. Passport copies can be scanned and emailed to your tour coordinator.

If you are travelling on another countries passport (Not Australian), it is your responsibility to ensure if you need a visa for your tour destination and organise the visa.

## **TOUR FLIGHTS**

Your tour package provides you with return international flights. For tours to New Zealand, Fiji, USA, Hawaii, international flights will be from Brisbane, Sydney, and Melbourne. For tours to Europe, India, Malaysia, China and Brazil, international flights will be from Brisbane, Sydney, Melbourne and Perth.

Upon registering you will be asked where you wish to fly from. For your tour, if you indicate a regional area outside of the cities listed above, you will be charged an additional \$400 to cover your domestic flights. If you wish to avoid this charge, it will be your responsibility to book your own domestic flights, and meet the group at one of the international flight cities. If you are unsure, please speak to your tour coordinator for advice.

If the schedule of flights for your tour 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. If a minor is unaccompanied, AFA can assist with the hotel booking and please contact them to discuss options. It will still be the responsibility of the of minor's family to pay for the cost of accommodation.

### **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**

If you wish to extend your trip and depart earlier or come back later, this option is available to you. If you do opt to do this, AFA will book your flights on the original dates, and you can then make changes at your own cost. The alternate option is to book your own flights and receive the reduction in levy for 'no flights'. Each tour destination is priced differently, so please contact your tour coordinator if you wish to do this. You will still be responsible for subsidising the cost of the officials flights.

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

A reminder to extend your travel insurance for the time you are away.

### **One Way Flights**

AFA will not organise one way flights. Please book your own flights and obtain the reduction in the levy.

### **Amendment Fee**

For changes to air travel booked by AFA, an air amendment fee of \$50 per person will be charged in addition to any charges levied by the Airline.

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

If you wish to get your own flights, please remember 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 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 three 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 tours fourteen years and up. For tours age categories 10 to 13 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, where possible. If your child is accepting a position on a 10-13 years tour, please 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 not getting flights or for previous tour members that already have the tour uniform.