



Terms & Conditions – 2024/2025

Acceptance of Terms and Conditions:

Real Brazil Terms and Conditions shall be deemed to have been accepted by Parent/s and Player/s upon dated, signed and payment of Fee received. Date, signature and payment by Guardian shall be deemed to have been made on the behalf of Parent/s.

Fee and Payment:

All fees shall be paid in FULL prior to the commencement of the Academy Program (before week 2 of a Term). In exceptional hardship circumstances, the academy may consider a payment plan option. Payment plans must be agreed in writing with the academy manager at time of registration.

Cancellation:

By enrolling in our classes, you are committing to a service contract for a complete term. We do not offer refunds if there is an issue with the service that is outside of our control. i.e. - a change of mind. We offer a FREE TRIAL to ensure that our customers are satisfied with our program prior to enrolling. **Therefore, no refunds are available.**

Real Brazil may cancel this contract at any time before player/s commence the Academy Program. Real Brazil shall not be liable for any loss or damage whatsoever arising from such cancellation.

In the event of cancellation by the academy prior to the commencement of the Academy Program, the academy will arrange a make-up session for outstanding training sessions. Parent/Guardian understands that sessions are to be used consecutively.

No refunds will be provided if membership is revoked due to breaching Codes of Conduct.

Procedure for Non-payment of Fees:

If after payment deadlines have passed and/or payment plans have not been respected and communications have been ignored, the academy will act to suspend a Player from the Academy Program until outstanding fees are up to date.

Parent and Player/s will be contacted, in writing, 24 hours before the next training and informed of the decision. The Player/s may only be allowed to join the Academy Program once they have fulfilled the agreed requirements for payment. All player registration payment details will be kept strictly confidential between to the academy management, the Coach, and the Parent and Player concerned

Timetable changes

All classes are subject to change. While Real Brazil uses its best efforts to operate classes as per the timetable published on this website, in some instance's changes are required due to fluctuations in demand. No guarantee is made that classes will run per the timetable. Any changes required will be communicated to those affected prior to the date classes commence.

Make-up class policy

If your child is unable to attend a class, a make-up class may be available. We cannot guarantee there will be availability in all classes. A maximum of two (2) make-up classes per term are available. Make-up classes do not carry over to the next term and no credit is available for classes missed. Make-up classes can only be booked up to 7 days in advance. To book a make-up class, please email our customer service team on Info@realbrazil.com.au

Parent's Responsibility:

The Parent acknowledges and agrees that the Player/s shall be deemed to be under the direction, care and control of the Carer throughout the Academy Program Sessions and the Carer shall be responsible for the welfare and conduct of Player/s throughout the Academy Program and whilst Player/s are on the Venue. Please see Real Brazil Codes of Conduct.

Parents agree that by enrolling in our program they are allowing their children to participate at their own risk.

In agreeing to attend a Real Brazil program I:

- Release and forever discharge Real Brazil from all claims that I may have or may have had arising from, or in connection with, my child and a Real Brazil program; and
- Indemnify, will keep indemnified and hold harmless Real Brazil the extent permitted by law in respect of any claim as a result of or in connection with a Real Brazil program.
- I warrant that my child has not at any time suffered blackout, seizure, convulsion, fainting, dizzy spells or any other medical condition and is not presently receiving treatment for any illness, disorder or injury which would render it unsafe for my child to take part in a Real Brazil program. I have read and I consent for my child to participate in a Real Brazil program and

understand the risk involved and further agree to be bound by Real Brazil Code of Conduct and operating rules.

I acknowledge that Real Brazil uses its best endeavours to ensure that the equipment and sporting facilities used in the program are safe and fit for purpose and acknowledge that all sports are inherently dangerous. I have voluntarily read and accept the inherent associated risks. " Real Brazil" means all directors personally and in their capacity as a director, partners of directors, agents, and any representatives of Real Brazil.

Illness Policy

It is a fact of life that children get sick. When your child is ill you need to decide whether they are too sick to bring to Sport. When making your decision at the beginning of the day ask yourself these questions:

- Will my child be well enough to comfortably and happily participate in the activities of the day?
- Will my child pass the illness on to their playmates if I send them in today?

We do offer make up classes for missed classes so please consider keeping your child at home if any of these things have occurred:

- They have taken a Panadol or Nurofen in the morning (these cover up symptoms but do not eliminate the infection)
- Fever of 38 degrees or above
- A consistent cough
- A continuous runny nose
- A sore throat
- Swollen glands
- Diarrhoea
- Vomiting
- Undiagnosed rashes

We appreciate your consideration of the above.
Adverse Weather Conditions & Cancellation Policy

Discipline:

In the event that Real Brazil determines the behaviour of Player/s to be unacceptable, the academy shall be entitled to exclude the Player/s from the Academy and Venue permanently or for such period as management team shall (in its entire discretion) determine. Please see Real Brazil Codes of Conduct.

Photography:

From time to time your child may be photographed or videoed whilst undertaking Real Brazil class. Such media might be used for promotional purposes, including but not limited to reproduction on the Real Brazil social media platform. By enrolling in the Real Brazil program you agree to such use by Real Brazil. Parents are not to take videos or photographs that include other children in the class without the permission of that parent/guardian.

Fee Structure:

Will be display in our website.

If you have any queries, please do not hesitate to contact us.

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