



## RENEWAL KEY FACTS & FAQ

Welcome to Catalan Soccer! It is important that prospective, new, and existing members read our renewal terms regularly and stay up to date on the membership requirements. Here are some **Key Facts illustrated** for members that highlight the most relevant align with our broader terms and conditions.

### KEY FACTS:

- **Catalan Memberships** run on an opt-out, automatic renewal process to guarantee members a place for their child's next term. If members do not opt-out by the renewal deadline, a no-refund collection will debit from their nominated account.
- **Children** will have their places renewed for the same class, at the same time, unless a swap or move has been requested by a parent/member.
- **Catalan Guarantee** publication of the renewal and collection dates via calendars & renewals emails, and a minimum of 3 communication starting a minimum 2 weeks prior to renewal.
- **Your child** will never lose their place whilst fees are paid on time and a Direct Debit Mandate in place.
- **Cancelled & Bounced** Direct Debits will relinquish your child's space for the next term.

- **Members** that take advantage of split payments are signed up for the full term and not eligible to opt-out of the 2<sup>nd</sup> collection.
- **Direct Debit** payment is covered by the Direct Debit Guarantee and can be reversed in the event of a Catalan processing error.
- **Collections** are not eligible for reversal in circumstances where parents have failed to cancel their renewal via email, or the Catalan App form submission prior to deadline.

## FAQ:

- **What if my child changes their mind after first signup?**

Members that have just signed up have 48-hours to reverse their signup. We deduct a small £5 administration fee from any refunds to cover transaction charges and admin. Once the 48-hour time window has expired, or once your child has attended a class, whichever comes first, there is a no-refund policy due to the investment in the teaching and associated resources.

- **I'm unsure about Direct Debit mandates. When will Catalan Soccer communicate the renewals?**

Communications will usually begin 2 weeks prior to the deadline and funds debiting your account. We broadcast to the details given to us by members on signup and require that you keep us up to date on any changes to email address or phone numbers. Typically, Catalan will send a minimum of 2 emails, Group reminders by WhatsApp, SMS Text, Notice of Dates on Activation comms, and a visible reminder on paper copy and digital calendars via the App & website

[www.catalansoccer.com](http://www.catalansoccer.com)

- **Why is it an auto-renewal process?**

Each child is assumed to be continuing their training unless the member adult has told us otherwise. If a lapse of membership was assumed at the end of every term for every child, we would have to start replacing the children of the parents that we hadn't a renewal decision back from. This would result in children's places been given away to new members, which would cause huge upset and disappointment to those that have had lost their space.

- **Why is the price different to last term?**

Each Catalan term is a different number of weeks and termly costs fluctuate with it

- **Why can't Catalan call me each term to see what I want to do?**

There are too many members to call, and connection rates typically average at 25-30%. Emails response times usually average at a 10% response rate with a 2-3 day response time. We would have to call and email every parent between 3-7 times, to achieve a viable number of renewal decisions.

- **What if I change my email address or contact details?**

Members are responsible for notifying Catalan of any changes to their contact details.

Members are liable for any missed renewal comms and deadlines that occur due to out-of-date contact data.

- **What if I don't receive your email?**

Members should check their spam and junk folder for any key membership emails.

Monitor WhatsApp groups and your SMS for renewal prompts and links to the Mailchimp email campaign.

- **What happens if I cancel my DD?**

Once a Direct Debit is cancelled, we will remove your child from the coaching programme for the next term of training. Your membership would expire once the classes that you have already paid for in the current term have concluded.

- **Why do I have to pay before the term starts?**

We must make provision for the upcoming term's classes ahead of time. Pitches, Coaches, Prizes, Equipment and Insurance must all be procured in advance to guarantee continuity and avoid interruptions to the coaching programme.

- **Can I continue to pay half-term?**

Members that have siblings in the programme must still commit for the full school term, but can apply for a none opt-out 'Split Payments' concession via the Catalan App. Should you feel that there are exception circumstances (such as moving home to a new city) you can contact us through email to apply for a dispensation.

- **What if I renew for next term, but then want to swap to a different day?**

We will try our utmost to facilitate a swap, however, swaps are always subject to the availability and suitability of other classes at different days/times across the week.

**Contact Details:**

Email – [inbox@catalansoccer.com](mailto:inbox@catalansoccer.com) | Mobile: 07378342588 / 07306762430

Email – [memberships@catalansoccer.com](mailto:memberships@catalansoccer.com)