



REFUNDS BANCROFT FC

INFORMATION

WE ASK FOR YOUR PATIENCE.

THIS WILL TAKE TIME!!

OUR HEALTH AND SAFETY IS AS IMPORTANT AS YOURS SO REMAIN KIND DURING THESE UNPRECEDENTED TIMES.

THANK YOU

PLEASE READ CAREFULLY AND SEND AN INQUIRY ONLY IF WE HAVE NOT HAVE ANSWER YOUR QUESTION AND OR YOU NEED TO PROVIDE US WITH THE INFORMATION REQUESTED BELOW IN THE LAST 2 BULLET POINTS.

- ❖ **YOU PAID BY EMAIL MONEY TRANSFER/INTERAC PAYMENTS:**
- ❖ **IF YOU SENT YOUR EMT AND WE HAVE NOT ACCEPTED IT – PLEASE CANCEL IT**
- ❖ **IF YOU SENT AN EMT AND WE DID ACCEPT IT, IT WILL BE SENT BACK TO YOU VIA EMAIL AS SOON AS POSSIBLE.**

- ❖ **YOU PAID WITH CASH:**
- ❖ **WE NEED TO REVIEW THE REGISTRATION FORMS AND ISSUE REFUNDS – DUE TO COVID-19 THERE ARE NO CASH REFUNDS – YOU WILL RECEIVE YOUR REFUND VIA CHEQUE – REMAIN PATIENT AS WE WORK OUT THE DETAILS.**

- ❖ **YOU PAID BY CHEQUE:**
- ❖ **IF YOUR CHEQUE HAS NOT BEEN DEPOSITED YOU WILL BE INFORMED OF THAT.**
- ❖ **IF YOUR CHEQUE HAS BEEN DEPOSITED YOU WILL RECEIVE A REFUND CHEQUE**
- ❖ **YOU SENT YOUR FORM BUT DID NOT MAKE PAYMENT:**
- ❖ **MOST FORMS SENT ELECTRONICALLY PAID ELECTRONICALLY**
- ❖ **WE ASK FOR YOUR PATIENCE. WE ARE NOT FOR PROFIT, THE CLUB CANNOT AFFORD FINANCIAL ERRORS. THIS WILL TAKE TIME.**
- ❖ **WE PREFER TO SUBMIT YOUR REFUNDS ELECTRONICALLY IN LIGHT OF COVID-19 AND SOCIAL DISTANCING. (OUR CLUB REQUIRES MULTIPLE SIGNATURE FOR CHEQUES TO BE WRITTEN.)**
- ❖ **IF YOU PAID BY CASH OR CHQ AND ARE ABLE TO ACCEPT AN E-TRANSFER FOR YOUR REFUND PLEASE LET US KNOW.**

THANK YOU FOR YOUR UNDERSTANDING