

Terms and Conditions for Joining the Real Madrid Foundation (RMF) Football Program Malaysia

General Terms

1. All passes (Trial, Term, and 10-Session Pass) are personal, non-transferable, and non-refundable.
2. Unused sessions or no-shows will not be refunded or replaced.
3. A non-refundable registration fee of RM50.00 applies to all new registrations **[WAIVED FOR THE OCTOBER – DECEMBER 2024 TERM]**.
4. All listed fees exclude applicable taxes, which will be charged accordingly.

Eligibility

1. The Football Program is open to boys and girls aged 5 to 17 years.
2. In compliance with FIFA regulations, the RMF Football Program in Malaysia cannot train players who are 18 years or older.
3. If you wish to enrol and will turn 18 during the term, please contact our management team for further guidance.

Training Passes

1. Trial Pass (2 Sessions)

- Can be purchased only once by each customer.
- Includes 2 trial classes to be used within 2 consecutive weeks.
- Trial classes must be pre-booked.
- The official RMF Football Program Malaysia jersey kit is not required for trial sessions.

2. Term Pass

- Each term lasts for 3 months:
 - Term 1: January to March
 - Term 2: April to June
 - Term 3: July to September
 - Term 4: October to December
- The Term Pass allows players to attend training once a week for the duration of the term.
- All Term Pass holders must purchase and wear the official RMF Football Program Malaysia jersey kit during training (The official jersey kit is sold separately; please see the website for details).
- Upon purchasing a Term Pass, players must choose their Preferred Training Day (PTD) based on the provided training calendar.
- The PTD will be fixed for the entire term unless a change is requested and approved, based on slot availability.

4. 10-Session Pass

- This pass is an add-on to the mandatory Term Pass described above. Players wishing to attend more than one training session per week can purchase a 10-Session Pass.
- The 10-Session Pass can only be used with an existing/active Term Pass.
- The pass can be used for Additional Training Days (ATD) each week, subject to slot availability.
- ATDs must also be pre-booked, and players should maintain a consistent schedule.
- Example:
 - Adam purchases a Term Pass and chooses Wednesdays as his PTD.
 - He also buys a 10-Session Pass to attend additional sessions on Fridays and Sundays.
 - Adam will then train every Wednesday, Friday, and Sunday on a fixed schedule until his 10-Session Pass is fully utilized.
- The 10-Session Pass is valid for six (6) months unless otherwise stated.
- Multiple 10-Session Passes can be purchased for personal use and cannot be transferred to another player. This pass must always be in addition to the mandatory Term Pass.

5. Joining Mid-Term

- It is recommended that all players join at the start of a term to maximize the benefits of the training. However, you may join mid-term under the following conditions:
- Players who join mid-term may purchase a Trial Pass for use over 2 weeks, then buy a Term Pass starting from the beginning of the following month. Any unused portion of the Term Pass may be carried forward to the next immediate term. If a player continues into the next full term, the unused portion will be adjusted against the purchase price of the new Term Pass.
- Example: Cynthia joins in November 2024 with a Term Pass. She carries forward one month's worth of sessions to Term 1 of 2025, purchasing a new Term Pass for the remaining months of Term 1, with a deduction of RM360 for January.

Preferred Training Day (PTD)

- Upon registration, players must select a PTD based on the provided Training Calendar.
- Players are expected to attend sessions on their chosen PTD for the entire term to facilitate class allocation and training preparations.
- If your PTD is not available for some weeks due to public holidays or school closures, please contact management.
- Changes to the PTD are limited and subject to availability. Contact management or coaches for permanent or one-time changes.

Changes to Preferred Training Day (PTD)

- To request a change, please contact management or the coaches. Changes will only be made if slots are available.

Bad Weather Policy

Football is an outdoor sport, and sessions may be affected by bad weather.

- If the lightning siren is activated, all sessions will be halted immediately. Training will resume indoors, and players must change to indoor shoes.
- If it rains before training starts, sessions will continue, either outdoors or indoors, depending on the severity of the weather at the coach's discretion.
- In case of rain during training:
 - Light rain: Training continues outdoors.
 - Heavy rain: Training continues outdoors or moves indoors at the coach's discretion.
- In cases where indoor courts are unavailable:
 - If the session prior to the halt has lasted less than 35 minutes, a Rain Check card for a replacement class will be issued, valid until the end of the current term.
 - If the session prior to the halt lasted more than 35 minutes, no replacements will be given.

Classes are only cancelled if specifically informed by the coaches or management.

Attire

- All players, except those with a Trial Pass, are required to purchase and wear the official Real Madrid Foundation Football Program Malaysia jersey kit during training without exception.
- The purchase of the jersey kit is mandatory and not included in the training fees.
- The jersey kit consists of an RMF Adidas jersey, RMF Adidas shorts, and Adidas football socks.
- More information on the jersey kit will be provided after you have purchased your Term Pass.

Shoes

The pitch is an artificial turf; therefore, boots with metal studs are not allowed. Detailed information about the allowed types of boots will be provided before the start of training.

The indoor facility used during lightning alerts requires all players to wear non-marking sole shoes. Players must change into these shoes when using the indoor training facilities.

Disclaimer

As we continue to improve and adjust the program for efficient operations, Winner Takes All Sdn Bhd reserves the right to make reasonable amendments and additions to this document as deemed necessary, without prior notice, except through publication on our website. The company also reserves the right to suspend or expel any player or parent causing significant disruption / discord to the harmony of the program.