



# REGISTRATIONS REFUND POLICY

Date of Approval: December 2013

Updated : 18 February 2016

## 1. Introduction

- a) In accordance with Football Federation Australia's National Refund Policy (September 2008), this policy outlines circumstances in which a Refund will be made and if any charges are to be deducted.
- b) This Refund Policy applies only to Players designated as Amateur under the National Registration Regulations of the Football Federation Australia.
- c) This Refund Policy does not apply to Players changing clubs during a Season.
- d) For the purposes of this document the total fee paid by an Amateur Player is assumed to consist of any of the following:
  - National Registration Fee (NRF);
  - Insurance Fee;
  - Member Federation Registration Fee (MRF);
  - District Association Fee;
  - Competition Administrator Fee; and
  - Club Fee.

### 1.1. Definitions

The following definitions apply for the purposes of this document.

#### **Club**

An entity registered with FFA to field a team in a Competition as defined in the National Registration Regulations.

#### **Competition Administrator**

Entity responsible for the conduct and staging of a Competition as defined in the National Registration Regulations.

#### **District Association**

Zone or Regional body that is a member of a Member Federation as defined in the National Registration Regulations.

#### **Member Federation**

State or Territory governing body as defined in the National Registration Regulations.

#### **Insurance Fee**

The premium paid by a Member Federation to the FFA National Insurance Programme to provide Personal Injury and Association Liability (Public and Products Liability, Professional Indemnity, and Management Liability) cover.

#### **Governing Body Fees**

The combined fees comprising the:

- National Registration Fee (NRF);

- Member Federation Registration Fee (MRF), excluding Insurance Fee;
- District Association Fee; and
- Competition Administrator Fee.

### **Application for Refund**

Where an Amateur Player applies to a Football Queensland for the repayment of Governing Body Fees when they do not want to continue playing football during a Season.

## **2. Registration Refunds**

### **2.1. Eligibility for Refunds**

- (a) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Football Queensland, its District Associations, Competition Administrators, and Clubs are only required to refund registration fees (or parts thereof) to Amateur Players where:
- i. the Registration Status of the Amateur Player has been made “Active” in the National Online Registration System in accordance with the National Registration Regulations; and
  - ii. the Amateur Player has not participated in a match or appeared on a match record for his or her club; and
  - iii. the Amateur Player or their Club has applied for de-registration via the National Online Registration System in accordance with the:
    - National Registration Regulations; and
    - Registration/De-Registration Periods notified by Football Queensland.
- (b) At their complete discretion, Football Queensland may deem exceptional circumstances under, Clause 9.2(e) of the National Registration Regulations and provide a proportionate refund of registration fees in certain no fault circumstances on de-registration.

### **2.2. Composition of Refund**

- (a) As the point of payment for the full Registration Fee Package (i.e. Governing Body and Club Fees, Clubs are responsible for refunding Governing Body Fees and their Club Fees in accordance with their statutory requirements (e.g. state and/or federal consumer protection legislation) and advised Club Refund Policy.
- (b) Football Queensland is responsible for authorising the refund of Governing Body Fees.

### **2.3. Procedure for Recovery of a Refund**

- (a) For Football Queensland to consider the authorisation of any refund of Governing Body Fees, an Amateur Player and their Club must follow the Football Queensland Recovery of Refund Procedure before the closure of any notified Registration/De-Registration Periods.
- (b) Football Queensland may audit any application made by an Amateur Player or their Club for a refund to satisfy itself that the Player is eligible for a refund.

## **2.4. Payment of Refund**

- (a) Once the Recovery of Refund Procedure has been complied with Football Queensland will:
  - i. authorise the refund of Governing Body Fees to the Amateur Player; and
  - ii. notify the Amateur Player, the Club, and District Association and/or Competition Administrator of the:
    - (a) authorisation for the Club to refund Governing Body Fees;
    - (b) any advised Insurance Fees and administration fees that are to be deducted from the Governing Body Fee refund; and
    - (c) the timeframe that the refund must be processed in.
- (b) Once notified, the Club must:
  - i. pass on the advised refund of the Governing Body Fees to the Amateur Player; and
  - ii. notify the Amateur Player of the timeframe that they intend for the refund to be processed in.

## **2.5. Form of Refunds**

- (a) Refunds will be paid in a form at the discretion of the Club; however Clubs will use their best endeavours to provide the refund in the form requested.

## **2.6. Recovery of Refunds**

- (a) Under this Policy, Football Queensland are assessing the eligibility of the player to receive a refund on behalf of Football Federation Australia, District Associations and Competition Administrators.
- (b) Any player approved to receive a refund under this Policy, will have their registration status changed to 'Inactive' in the National Online Registration System.
- (c) Football Queensland will not invoice where a player's status is listed as 'Inactive' in the National Online Registration System.