

This policy describes the procedure to be followed when a player elects to cease playing and applies for a refund of registration fees paid to the Club. In accordance with Football Queensland's (FQ) Refund of Governing Body Fees Policy, the Club is not permitted to refund any Governing Body fees without FQ confirmation of eligibility. This is the subject of a separate application detailed in the FQ policy document.

## Eligibility for Refund of Club Fees

The eligibility for refund will be determined by the Management Committee, based on the factors listed below.

## Refund Categories

There are two categories for refund based on the player's status in the National Online Registration System ("Play Football") and in accordance with FQ policy document.

### Prior to Player Participation

- A player accepts a position with the Club by initiating registration online in "Play Football", and paying the appropriate deposit, or the full fee amount, to the Club.
- IF the player elects to deregister before taking part in any football related activities, they will be entitled to a full refund. This includes all monies paid to the Club less an administration fee.

### Post Player Participation

Club Administration will activate a player in "Play Football" after they accept a position at the Club by registering in "Play Football", and once payment of a deposit or full fees has been confirmed. A player who subsequently ceases to play for the Club, and deregisters during the season for which their fees have been paid, may apply for a pro rata refund of playing fees on the following conditions:

- Full fees have been paid to the Club or are being managed under an Esidebit payment plan,
- Exit from the Club is not the result of administrative action or failure to comply with the Club Code of Conduct,
- Refunds will not be made for injury on any account, as players bear the risk of injury as part of the acceptance of the offer to play, and
- Refunds will only be made after a replacement player has been found and the appropriate fees for the new player are fully paid or are being managed under an Esidebit payment plan.

At the discretion of the Committee, if the circumstances causing deregistration are beyond the individual's control, a pro-rata refund may be considered without these conditions being met.

### Registration Fees Refund Request in Extraordinary Circumstances

There may be extraordinary circumstances beyond the control of any person that affect the continued participation in football for either individuals or a whole group. In this event the Management Committee will consider the Club's financial position, FQ guidelines, and make refunds as deemed appropriate in those circumstances.

## Refund Calculation – post participation

Once a claim for refund has been approved by the Management Committee, an individual refund of Club fees will be calculated based on the amount paid by the player less deductions as follows:

- Non-refundable deposit – as stated in the letter of offer for each football program
- Cost of individual playing kit
- Administration fee to cover Club overheads – based on proportion of season completed
- Playing fee to cover football expenses – based on proportion of season completed.

The season is defined as commencing from initial trials or training, whichever should occur first, until the end of the competitive season.

## Process for Claiming a Refund

### Prior to Player Participation

1. Before taking part in any football-related activities, the player or their representative should contact the Club Administration in writing, email is acceptable, to suspend their position in the Club.
2. The player or representative must deregister in “Play Football”.
3. Club Administration will put all further actions with player registration on immediate hold and contact player or representative to confirm how the refund is to be paid.
4. Club fees paid will be refunded less the administration fee.

### Post Player Participation

1. The player or their representative should contact the Club to notify that they wish to cease their participation in the current football season in writing, deregister on “Play Football” and if meeting the listed conditions, request a refund.
2. The player or representative must deregister in “Play Football”.
3. Club Administration will notify the player’s coach/manager.
4. Club Administration will notify the Management Committee of the player’s withdrawal and seek confirmation of eligibility for a refund.
5. If eligible the Club Treasurer is to confirm refund value with Club Administration.
6. Club Administration will notify the player or representative of the refund amount and confirm payment method.
7. Refund will be paid once confirmation is received via “Play Football” that deregistration has been finalised.
8. The refund of FQ fees is subject to Football Queensland’s (FQ) Refund of Governing Body Fees Policy, the Club is not permitted to refund any Governing Body fees without FQ confirmation of eligibility. This is the subject of a separate application detailed in the FQ Policy document.

-----  
**Wanderers Football Club**

**BWFC + SCW**

**“A place to Learn, Play & Develop a love for the game”**

**“A Pathway for the Sunshine Coast”**