

Refund Policy

[Version 5 – Effective from 09/11/21]

SUNNYBANK SAINTS SOCCER CLUB POLICY ON REFUND OF REGISTRATION PAYMENTS

1.0 PREAMBLE

This policy outlines the Club's position on eligibility for refund of registration fees should a player not complete a full season. Whilst the club does not intend to unreasonably withhold payments made, administration costs and effort are incurred as a consequence of player withdrawals and there is a need to balance a player's entitlement to refunds, with the player's responsibility to consider the Club's interests.

2.0 APPLICATION

This policy applies to all players who seek registration with the Club.

3.0 SITUATIONS WHERE REFUNDS APPLY:

- Injury or illness
- Transfer to another city
- Child player changes their mind (First year players, U5 to U8 only)
- Club is unable to place player in a team

3.1 Injury or illness

3.1.1 Where a player is forced to cease playing as a consequence of injury from soccer or any other cause, or as a result of illness, prior to two thirds of the fixture rounds, a pro-rata refund will be paid.

3.1.2 A request for a refund must be made in writing to the Secretary and must be accompanied by advice from a medical practitioner regarding the player's inability to play soccer.

3.1.3 The refund calculation is as follows:

Refund amount due = (number of Fixture games remaining ÷ Total Fixture games scheduled) x
Registration fee *actually paid** – \$50 standard Administration Fee
(* – voucher amounts such as FairPlay not included)

Where a soccer injury claim has been submitted to the QCSA, the individual player's insurance premium will also be deducted from the refund.

3.1.4 Players who are granted a refund consequent to injury or illness will not under any circumstances be re-registered during the course of the same season.

3.2 Transfers to another city

3.2.1 Where an adult player or the custodial parent of a younger player is transferred in their employment to another city, prior to the mid-point of the fixture rounds, a pro-rata refund will be made.

3.2.2 The refund calculation is as follows:

Refund due=Registration fee paid x Fixture games remaining ÷ Fixture games scheduled
Minus \$50 Administration cost

3.3 Child player changes their mind

3.3.1 Where a child player in U5, U6, U7 or U8 age groups, in their first year with the club changes their mind about wanting to play soccer and a refund request is made to the Club Secretary prior to the fourth fixture round for the player, a pro-rata refund will be made.

3.3.2 The refund calculation is as follows:

Refund due=Registration fee paid x Fixture games remaining ÷ Fixture games scheduled
Minus \$50 Administration cost

3.4 Club is unable to place a player in a team.

Where the club has accepted part or full registration fees from a prospective player and is then unable to place that player in a team, a full refund will be made of all money paid by/for the player.

4.0 SITUATIONS WHERE REFUNDS DO NOT APPLY:

- Voluntary withdrawal
- The player's registration is withdrawn by Club for breaches of Code of Behaviour or other reason.
- Withdrawals after two thirds of fixtures for any reason.

4.1 Voluntary withdrawal

4.1.1 Where the club accepts full or part payment from a player and that player consequently withdraws from the club on a voluntary basis not encompassed by Clause 3 of this policy, no refunds will be paid.

4.1.2 Withdrawal in the following situations constitute voluntary withdrawal:

- (a) Player disagreement with another player/players
- (b) Player disagreement with a team official or club official/officials
- (c) Disagreement between parents of youth players in the same team
- (d) Disagreement between parents of youth players and team or club officials

4.2 Registration withdrawn by Club for breaches of Code of Behaviour

Where a player's registration is withdrawn by the Club for breaches of the Code of Behaviour, no refund of registration payment will be paid.

4.3 Withdrawal after two thirds of fixtures for any reason. Where a player withdraws from the Club after the two-thirds of the fixture rounds for any reason including injury or illness, no refunds will be paid.

5.0 PROCEDURE FOR REFUNDS

5.1 Where a refund is sought, the Club Secretary must be contacted in writing or by email within (14) days outlining the circumstances and enclosing/attaching any relevant documentation.

5.2 Applications for refunds must be received before the end of the current season.

5.3 Retrospective applications for refunds will not be considered after the season has ended.

5.4 Applications for refunds will be referred by the Secretary to the Treasurer.

6.0 RIGHT OF APPEAL

6.1 Where an adult player or parent of a youth player applies for a refund and is not successful, they may appeal to the Club Secretary within 14 days from receipt of negative advice, in writing or by email.

6.1.1 If an appeal is not received by the secretary within 14 days of the date of the negative advice, the right of appeal will lapse.

6.2 Appeals in regard to refunds will be considered by the Club's President, Treasurer and three other members of the Management Committee and a response to the appeal will be made within 14 days of its receipt.

7.0 DEFINITIONS

7.1 Adult players - Players registered in senior women, senior men or over 30 men teams, regardless of their age.

7.2 Youth players - Players registered U5 to U15 age groups.

7.3 Season – includes the period from the time registrations open (usually November) and up until the season finishes after the Grand finals are played (usually September).