

REGISTRATION REFUND POLICY

Updated 16 Dec 2018

The purpose of this policy is to outline the eligibility criteria and procedures for refund requests made for online payments in the national online registration system.



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);
- Facility Infrastructure Levy; 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.

Member Federation

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

Insurance Fee

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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;
- Facility Infrastructure Levy (FIL)

Application for Refund

Where an Amateur Player applies to a Capital Football 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), Capital Football 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 more than three (3) times; 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 Capital Football.

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(b) At their complete discretion, Capital Football 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) Capital Football is responsible for authorising the refund of Governing Body Fees.

2.3. Procedure for Recovery of a Refund

(a) For Capital Football to consider the authorisation of any refund of Governing Body Fees, an Amateur Player and their Club must follow the Capital Football Recovery of Refund Procedure before the closure of any notified Registration/De-Registration Periods.

(b) Capital Football 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 Capital Football will:

i. authorise the refund of Governing Body Fees to the Amateur Player; and ii. notify the Amateur Player and/or the Club of the:

- authorisation for the Club to refund Governing Body Fees;
- any advised Insurance Fees and administration fees that are to be deducted from the Governing Body Fee refund; and
- the timeframe that the refund must be processed in.

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(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

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

Under this Policy, Capital Football are assessing the eligibility of the player to receive a refund on behalf of Football Federation Australia.

Any player approved to receive a refund under this Policy, will have their registration sub-status changed to 'Refund processed' where possible in the National Online Registration System.

Capital Football will not invoice where a player's sub-status is listed as 'Refund processed' in the National Online Registration System.

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