



## **1. Objective**

The objective of the Abbotsford Juniors Football Club ("AJFC") Refund Policy (Policy) provides information about the process and specific circumstances when AJFC will recognise a request for refund of a player registration fee as valid, along with the amount that is eligible for a refund. This Policy only applies to the Club Fee charged as part of a Registration Fee by PlayFootball, (the National Online Registration system), as defined by Football Canterbury Association.

## **2. Scope**

The Policy applies to players seeking registration with AJFC to play in regular Winter and Summer season competitions via the National Online Registration System that manages the registration of participants, and the collection and disbursement of registration fees to various bodies. This Policy only applies to the Club Fee charged as part of a Registration Fee Product by PlayFootball, (the National Online Registration system), as defined by Football Canterbury Association.

The Policy applies in the circumstances where a player does not wish to continue playing football with AJFC during a season and applies to AJFC for a refund of the Club Fee via the National Online Registration System.

Football Australia, Football NSW and Football Canterbury Association as the governing bodies for football at AJFC, are free to make refunds of their respective fees (or portion of fees) paid by the player in accordance with their organisation's refund policy.

No party other than AJFC is permitted to refund any fees (registration or otherwise) that belongs to and is attributable to AJFC without the club's prior approval.

For the purposes of this Refund Policy, the total fee paid by an player for the full Registration Fee Product is assumed to be comprised of any or all the following components:

- i. Football Australia National Registration Fee;
- ii. Football NSW Registration Fee;
- iii. Football Canterbury Association Fee;
- iv. AJFC Club Fee.

A service/transaction fee is also charged by the merchant, Football Australia for each registration submitted in PlayFootball. Service/transaction fees charged by PlayFootball are not refundable.

## **3. Eligibility for a Refund of a Club Fee**

Notwithstanding requirements in law or statute (including state and/or federal consumer protection legislation), AJFC is only required to refund an AJFC Club Fee to a player where:



- A. The player has not participated in any official match or game recorded in either the Football Canterbury Association or Football NSW competition management system ("Dribl") for the Club; AND
- a. Either the Registration Status of the player making the request has been made "Cancelled" or "Declined" in the National Registration System, OR
- b. The Registration Status of the player making the request has been made "Registered" in the National Registration System and the player has applied for de-registration via the National Registration System.
- B. The player's deregistration is completed and approved before the first round of the applicable season competition.
- C. The player has not lodged a claim under the Football NSW Insurance Program. The player acknowledges and agrees that if a refund is made, they are ineligible to claim against under the Football NSW Insurance Program for any injury suffered prior to the payment of the refund.
- D. In its absolute discretion, AJFC may determine that a proportionate refund of the Club Fee is appropriate where exceptional circumstances exist for a player seeking deregistration. The only applies to the Club Fee and not to other components of the Registration Fee Product.

REGISTRATION STATUS				
	Player Action	Payment Status	AJFC Action	Refund Eligibility
Cancelled	Applies to register and then cancels prior to AJFC approval	PAID	None	Yes – never approved to play
Declined	Applies to register	PAID	Club declines registration	Yes – never approved to play
Deregistered	Applies to deregister after AJFC approval and has not played	PAID	Club applies to deregister the player (if required)	Yes – but only if completed in accordance with the Registration and Deregistration periods notified by Football Canterbury Association
Deregistered	Applies to deregister after AJFC approval and has played	PAID	Club applies to deregister the player (if required)	No – has played

## 4. Composition of Refund

Football Australia, Football NSW and Football Canterbury are responsible for approving and refunding their component of the Registration Fee Product in accordance with their statutory requirements (e.g. state and/or federal consumer protection legislation and their individual organisation's Refund Policy).



AJFC is responsible for approving the refund of the Club Fee component of the Registration Fee Product, determining the amount of a refund provided to a player based upon the date of the refund request in accordance with the conditions detailed in this Policy.

Any Active Kids voucher component applied to the Club Fee is non-refundable in accordance with the terms of use defined by Service NSW.

**Refund Request Lodged**

**Refund**

Before February 1<sup>st</sup>

Refund of AJFC Club Fee less playing kit cost if the player has ordered and not returned the kit.

Before March 1<sup>st</sup>

Refund of AJFC Club Fee less playing kit cost if the player has ordered and not returned the kit, plus a \$30 admin charge.

Before April 1<sup>st</sup>

Full refund of AJFC Club Fee less playing kit cost if the player has ordered and not returned the kit, plus a \$60 admin charge.

After April 1

No refund

**5. Procedure for Recovery of a Refund**

Once a player applies for a refund in the National Online Registration System, all parties (Football Australia, Football NSW, Football Canterbury Association and AJFC) will be prompted to consider the refund application in accordance with their respective refund policies.

Each party will assess the application and may choose to approval a refund in whole, or in part, or otherwise decline an application for a refund in accordance with their respective refund policies.

A decision made by AJFC under this Policy is final and is not subject to appeal.

**6. Payment of Refund**

Once each of the parties that has received a disbursement of their component of the Registration Fee Product has assessed any refund request in respect of their component, Football Australia will:

- A. Refund the total approved refund amount of each component of the Registration Fee Product to the player; and
- B. notify player of the total approved refund amount from each component of the Registration Fee Product.



Refunds will be paid directly to the credit or EFTPOS card from which the original payment was made.

Where AJFC determines to issue a refund of the Club Fee under Section 3.D, the payment of such a refund will be paid to the nominated bank account of the player involved.

## **7. Recovery of Refunds**

As the merchant for the National Registration System, Football Australia pays all refunds and will recover the corresponding funds from each of the involved parties.

## **8. Changes to this Policy**

AJFC reserves its right to make changes to this Policy at any time.

## **9. Contacting AJFC**

Abbotsford Juniors Football Club welcomes comments, feedback and questions on this Policy. These can be submitted to AJFC by email: [info@abbotsfordjuniorsfc.com.au](mailto:info@abbotsfordjuniorsfc.com.au).