REFUND OF GOVERNING BODY FEES POLICY

Application for Refund of Governing Body Fees

This policy is in relation to the process where a Club, on behalf of an Amateur Player not wishing to continue playing football during a Season, applies to Football Queensland for a determination on the eligibility of a refund of Governing Body Fees.

Whilst Clubs are free to make refunds associated with services or products they provide to Amateur Players not wishing to continue playing football during a Season, Clubs or any party are not permitted to refund any fees (registration or otherwise) associated with Governing Body to Amateur Players without first following the Procedure for Recovery of a Refund and before receiving a determination of eligibility for a refund of Governing Body Fees.

Payment of a refund of Governing Body Fees by a Club to an Amateur Player before completing this process is no guarantee of an approved refund back to the Club or any party of the Governing Body Fees when refunded to the Amateur Player.

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1. Introduction

a) In accordance with Football Federation Australia's National Refund Policy, 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 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 for the full Registration Fee Product is assumed to consist of any of the following:

Governing Body Fees

- National Registration Fee (NRF);
- Member Federation Registration Fee (MRF);
- District Association Fee;
- Competition Administrator Fee;

Other Fees

- Insurance Fee; and
- Club Fee (which may or may not include match and referee fees)

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

District or regional association or zone that is a member of a Member Federation as defined in the National Registration Regulations.

Member Federation

State, Territory or regional federation or association governing body as defined in the National Registration Regulations.

Insurance Fee

This refers to 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 Governing Body Fees are the combined fees comprising the following:

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

2. Governing Body Fees Refunds

2.1 Eligibility for Refunds of Governing Body Fees

(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 any form of training session (pre-season or in-season), team trials (formal or informal), player grading or selection processes, pre-season matches, practice matches, official fixtures, or otherwise 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 determine that a proportionate refund of registration fees is appropriate if certain no fault circumstances on de-registration are present.

2.2 Composition of Refund

(a) As the point of payment for the full Registration Fee Product (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 a Club on behalf of an Amateur Player for a refund of Governing Body Fees to satisfy itself that the Player is genuinely 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' or 'refund' in the National Online Registration System.

(c) Football Queensland will not invoice where a player's status is listed as 'Inactive' or 'refund' in the National Online Registration System.