

POLICY CATEGORY	Players		
POLICY TITLE	<i>Registration and Refunds</i>		
DOCUMENT NO	2.3	VERSION	3
CONTACT	Management Committee		
IMPLEMENTATION DATE	1 Jan 2019		
FIRST ISSUED	9 Nov 16	REISSUED	1 Jan 2019
RELATED DOCUMENTS	7.8 - Recordkeeping		
AUTHORITY	Sunshine Coast Football Competition Rules		

Scope	This policy applies to all players of the club.
Purpose	This document reflects that Bribie Island Soccer Football Club operates in accordance with the Sunshine Coast Football Competition. It details how registration fees and refunds are set and administered.
Responsibilities	Management Committee The committee members: <ul style="list-style-type: none"> • implement the Sunshine Coast Football competition requirements • determine the player registration fees for the club • determine if a refund of registration fees are appropriate
	Players <ul style="list-style-type: none"> • A Player cannot take the field or participate in the competition if: <ul style="list-style-type: none"> ○ the registration fees are outstanding unless a payment plan has been agreed and payments are continuing ○ they are inactive in the Play Football system – it is the club that activates the player

Process	<p>Registration Fees</p> <ul style="list-style-type: none"> • Registration Fees are made up of four components: <ul style="list-style-type: none"> ○ An affiliation fee payable to Football Federation Australia ○ An affiliation fee payable to Football Queensland (which includes Player Insurance) ○ An affiliation fee payable to Sunshine Coast Football ○ Club Fees which includes the provision of a game shirt. The game shirt remains the property of the club and is to be handed in to the coach at the end of the season. • Each year registration fees are reviewed at each level and the club management committee taking into account any changes set the fees. • The club is registered to accept “Get in the Game” vouchers which assist parents / guardians to meet the costs of registration. These are only accepted against registration fees, they are not exchangeable for cash nor are they refundable in the event of a registration refund.
	<p>How to Register</p> <ul style="list-style-type: none"> • All players are to register online via the Play Football system, Payment of fees can be made online at the time of registration and incurs a processing surcharge. However if you have a “Get in the Game” voucher you are required to pay offline. • Players requiring a payment plan, paying fees by bank transfer or to pay fees by EFTPOS will need to contact our Treasurer. • There is no cut-off date for any new player registrations or players moving from outside the Sunshine Coast Football Zone. Full affiliation fees are payable on registration and club fees may be pro-rated at the discretion of the committee if the season has commenced and the registration is to the benefit of the club and the team. • No player is permitted to move between Sunshine Coast Football after the 30th June.
	<p>Player Refunds – Affiliation Fees</p> <ul style="list-style-type: none"> • Player Registration Refund Policy will be available once confirmed by Football Queensland at the commencement of each season. • No affiliation fee refunds will be issued to players who have taken the field in official Sunshine Coast Football competitions, grading days, carnivals or fixture matches. • On request from the player, the club will make an application to the Sunshine Coast Football Board for a refund of SCF affiliation fees, in exceptional circumstances. It should be noted that the circumstances will need to be very exceptional and any refund is at the complete discretion of the SCF Board. • All affiliation fee refund requests must be submitted to the management committee within 6 weeks of the commencement of the season. • A de-registration fee of \$20 will apply each year for players who have taken the field for a Sunshine Coast Football club and cancel their registration as per permitted competition rule deadlines.

	<p>Player Refunds – Club Fees (Non-Injury Related)</p> <ul style="list-style-type: none"> • No Club Fees will be refunded to players who have taken the field in official Sunshine Coast Football competitions, grading days, carnivals or fixture matches.
	<p>Player Refunds – Club Fees (Injury Related and/or exceptional circumstances)</p> <ul style="list-style-type: none"> • Claims for refunds must be made in writing to the club management committee. • For a claim for an injury related refund, a Gow Gates Serious Injury Report form OR a Club Injury Reporting form must have been completed when the injury occurred. Both forms are found on our website under “Club Documents – Forms”. • To be considered, the injury must have been sustained on the field and/or representing our club. • A copy of the relevant form should be attached to the written application. • A claim for refund will only be approved where the injury is season ending as determined by a doctor’s note, which is to be attached to the letter of claim. • No refund of membership or levies will be given enabling the player to remain part of the club and the refund of the registration component can be given as a credit against next year’s fees. • The player registration in the Play Football system will be cancelled by the club. • Club fees will be refunded pro-rata to the total training and game time and the remaining training and game time, at the clubs discretion. • For a claim for exceptional circumstances refund, such as the death of a player or other disaster forcing the player to leave the club, a letter to the club committee explaining the circumstances will suffice and a refund rather than a credit will be given.
	<p>Timing of a Decision</p> <ul style="list-style-type: none"> • Requests should be addressed to the Secretary. • On receipt of a request for refund/credit the secretary will send an acknowledgement indicating the application will be considered at the next committee meeting (provide the date). • The secretary will provide advice of committee decision within 7 days following committee meeting and will indicate our complaint process should the applicant want to appeal the decision. • The decision and the reasons for arriving at it will be in the advice to the applicant and recorded in the club minutes.
	<p>Refund/Credit Amounts</p> <ul style="list-style-type: none"> • If a refund or credit is approved it will only be for amounts actually paid to the club by the player or the parent/guardian as determined by the clubs financial records and the direct debit company if a payment plan was entered into. • The club will provide any approved refund by way of a bank transfer.

	Recordkeeping <ul style="list-style-type: none">• Any additions, amendments or updates to this document are to occur via the Management Committee.• Approvals will be recorded into the committee minutes.• The committee, as part of its record keeping will retain previous versions for future reference.
Resources	<ul style="list-style-type: none">• Play Football system registration
References	<ul style="list-style-type: none">•
Definitions	<ul style="list-style-type: none">•