

REFUND POLICY OF GOVERNING BODY FEES



Updated- 24th April 2020

This policy is in relation to the process where a Club, on behalf of a Player not wishing to continue playing soccer during a Season, applies to Sunshine Coast Churches Soccer Association 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 Players not wishing to continue playing soccer during a Season, Clubs or any party are not permitted to refund any fees (registration or otherwise) associated with Governing Body to 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 a 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 Player.

1. Introduction

- a) This policy outlines circumstances in which a Refund will be made and if any charges are to be deducted.
- b) This Refund Policy does not apply to Players changing clubs during a Season.
- c) For the purposes of this document the total fee paid by a Player for the full Registration Fee is assumed to consist of any of the following:

Governing Body Fees

- National Registration Fee to Christian Football Federation Australia (CFFA)
- Association Fee; Coaching Director Salaries, Administration Support, Representative Program, Online Systems, Just for Kicks program, Field and Office Rental and Awards Night.
- Insurance Fee- Personal Injury and Association Liability cover.

Other Fees

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

2. Governing Body Fees Refunds

2.1 Eligibility for Refunds of Governing Body Fees

(a) Sunshine Coast Churches Soccer Association are not required to provide a refund if player has a change of mind and no longer wishes to play.

(b) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Sunshine Coast Churches Soccer Association and Clubs are only required to refund registration fees (or parts thereof) to Players where:

i. the 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;

(c) At their complete discretion, Sunshine Coast Churches Soccer Association may deem exceptional circumstances determine that a proportionate refund of registration fees is appropriate if:

i. certain no fault circumstances are present or
ii. it is deemed unsafe by health authorities / state and federal government and the current season needs to be abandoned.

2.2 Structure 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) Sunshine Coast Churches Soccer Association is responsible for authorising the refund of Governing Body Fees.

2.3 Procedure for Recovery of a Refund

(a) For Sunshine Coast Churches Soccer Association to consider any refund of Governing Body Fees, the Player's Club must follow the SCCSA Refund Procedure.

(b) Sunshine Coast Churches Soccer Association may audit any application made by a Club on behalf of a 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 SCCSA Refund Procedure has been reviewed and finalised, Sunshine Coast Churches Soccer Association will:

- i. authorise the refund of Governing Body Fees to the Player's club; and
- ii. notify the clubs 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 Player; and

ii. notify the 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) Any player approved to receive a refund under this Policy, will be de-registered from the Online Registration System.

3. Refund Request Form

This form is for a Club, on behalf of a Player not wishing to continue playing soccer during a Season, to apply to Sunshine Coast Churches Soccer Association 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 Players not wishing to continue playing soccer during a Season, Clubs or any party are not permitted to refund any fees (registration or otherwise) associated with Governing Body to 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 a 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 Player.

Player Name: Click or tap here to enter text.

Player Registration Number: Click or tap here to enter text.

Player Date of Birth: Click or tap to enter a date.

Club Name: Choose an item.

Name of Club Official Submitting Request: Click or tap here to enter text.

Position of Club Official: Click or tap here to enter text.

Have you read the Refund of Governing Body Fees Policy to ensure your player is entitled to a refund?

Yes No

Has the player participated in any form of training session (pre-season or in-season)?

Yes No

Has the player participated in any pre-season matches, practice matches, official fixtures, or otherwise appeared on a match record for his or her club?

Yes No

Please provide the reason for the De-Registration Request
Choose an item.

REFUND REQUESTS WILL ONLY BE ACCEPTED IN THE FOLLOWING CIRCUMSTANCES:

- 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

PLEASE ALLOW 14 BUSINESS DAYS FOR A DE-REGISTRATION TO BE PROCESSED

IF YOU DO QUALIFY FOR A REFUND AND ANY INFORMATION SUBMITTED IS FOUND TO BE INCORRECT YOUR REFUND MAY BE DECLINED

- I, on behalf of the club, agree that all of the above information is true and correct *

I Agree