



# Capital Football Refund Policy

## Purpose

The following policy outlines the circumstances in which a refund may or may not be provided for participation in a Capital Football Program or Event.

### *High Performance Programs*

Each participant is required to make the registration payment prior to commencement. This policy outlines the entitlements for each participant should they be released or withdraw from the high performance program.



## Released Player

Should a participant be released by Capital Football prior to the completion of the program, they will be entitled to a refund. The total cost for the program will be split across each training session, and the remaining sessions will be refunded, less a \$50 administration fee.



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## Departing Player

A player wishing to depart from the High Performance Program must do so through written request to the Capital Football Technical Director. The time of departure will be determined upon receipt of this written request.



1. If the player leaves the program prior to one quarter of the way through, they will receive a 25% refund of the fee;
2. If the player leaves the program after this period, they will not receive a refund of the fee.

Any requests for exemptions from this policy should be sought through the Capital Football Technical Director.

### *Game Development and Referee Programs and Events*

This covers programs and events run by the Game Development Department, including but not limited to Coaching Courses, School Holiday Programs, and State Coaching Conference.

Written Notice of withdrawal from a Game Development Program or Event must be provided within a certain period for a refund to be considered:

- 10 Days before commencement date – Full Refund less 10% administration fee
- 7 days before commencement date – 50% Refund
- Less than 7 days before commencement date – No Refund

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Office: Football House, 2/3 Phipps Close, Deakin, ACT, 2600  
Postal Address: PO Box 50, Curtin, ACT, 2605

Phone: 02 6260 4000 Fax: 02 6260 4999 Email: [info@capitalfootball.com.au](mailto:info@capitalfootball.com.au) Website: [www.capitalfootball.com.au](http://www.capitalfootball.com.au)  
ACT Football Federation Inc (Capital Football®) ABN 16 413 452 268

Any requests for exemptions from this policy should be sought through the Capital Football Game Development Manager.

### ***Extenuating Circumstances***

#### **Weather Impact**

In the circumstances where weather has resulted in the full cancellation (not a reschedule) of a Capital Football program or event, a full refund will be considered.

#### **Program Cancellation**

In the circumstance where an entire Capital Football program or event is cancelled (not rescheduled) a full refund will be provided. If a participant would like to allocate their payment as a credit to a future program, please notify the relevant Capital Football staff.

If a credit is carried forward to a future program, the above refund policy will then apply.

### ***Kanga Cup***

Please refer to the Kanga Cup Rules and Regulations.

### ***Capital Football Outdoor Winter Competitions***

To be eligible for a refund of the Capital Football registration fee (which is a portion of the Club Registration fee paid by a player) you must have played three games or less in that particular season.

The player must de-register on MyFootballClub and ensure that their club has notified Capital Football.

The player will then be eligible for a full refund of the Capital Football registration fee (which is a portion of the Club Registration fee paid by a player). A refund of the rest of the club registration fee will then be at the discretion of the club.

### ***Capital Football Futsal Competitions***

A player withdrawing from a Capital Football Futsal Competition must notify the Futsal league Manager in writing and may be eligible for a refund under the following conditions:

- Withdrawing in the first 3 rounds of a competition, a full refund may be applicable;
- Withdrawing after the first 3 rounds of a competition, will result in a pro-rata refund based on the proportion of the season remaining, less a \$20 admin fee;
- Absent for 4 or more consecutive rounds of a competition, will result in a pro-rata discount based on the proportion of the season absent.

No refund will be provided if a player withdraws from the competition after 50% of the competition has been completed.

For any requests for exemptions under this policy, please contact the relevant Capital Football staff member.