



**CAPITAL
FOOTBALL**

**PARTIAL REFUND
PROCESS
CLUBS**

25 JUNE 2020

[VERSION 1]

VERSION CONTROL

VERSION	DATE	AUTHOR	RATIONALE
1	25/06/2020	Capital Football	

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PARTIAL REFUND PROCESS

CLUBS

Due to the suspension of football and partial delivery of the 2020 season Capital Football has reduced their registration fees.

This process is for partial refunds of Capital Football registration and club fees.

We know some players have paid full fees prior to the suspension of play being announced and are now owed a partial refund of the Capital Football Registration Fee. This may also include a partial club refund pending the decision from your club.

Below are the amounts players will get with the Capital Football component of the refund.

Age Grade	Discounted Total Fee	Capital Football Fee		FFA NRF	FIL	GST	2020 Refund Amount
		Original	Discounted				
National Premier Leagues (NPL1, NPL2, and NPLY) – Men and Boys							
1 st Grade	\$137.00	\$170.91	\$85.46	\$30.00	\$9.09	\$12.45	\$94.00
U23	\$137.00	\$170.91	\$85.46	\$30.00	\$9.09	\$12.45	\$94.00
U18	\$90.75	\$121.36	\$60.68	\$12.73	\$9.09	\$8.25	\$66.75
U16	\$59.25	\$64.09	\$32.04	\$12.73	\$9.09	\$5.39	\$35.25
U14	\$59.25	\$64.09	\$32.04	\$12.73	\$9.09	\$5.39	\$35.25
U13	\$59.25	\$64.09	\$32.04	\$12.73	\$9.09	\$5.39	\$35.25
National Premier Leagues – Women and Girls							
1 st Grade	\$137.00	\$170.91	\$85.46	\$30.00	\$9.09	\$12.45	\$94.00
Reserve Grade	\$137.00	\$170.91	\$85.46	\$30.00	\$9.09	\$12.45	\$94.00
U17	\$90.75	\$121.36	\$60.68	\$12.73	\$9.09	\$8.25	\$66.75
U15	\$59.25	\$64.09	\$32.04	\$12.73	\$9.09	\$5.39	\$35.25
U13	\$59.25	\$64.09	\$32.04	\$12.73	\$9.09	\$5.39	\$35.25
Senior Leagues							
State League	\$134.38	\$166.14	\$83.07	\$30.00	\$9.09	\$12.22	\$91.37
Masters	\$134.38	\$166.14	\$83.07	\$30.00	\$9.09	\$12.22	\$91.37
Junior Leagues							
U12-U18	\$60.70	\$66.72	\$33.36	\$12.73	\$9.09	\$5.52	\$31.70
U5-U11	\$35.55	\$34.64	\$17.32	\$12.73	\$2.27	\$3.23	\$19.05

REFUND PROCESS

Partial Refund Types

Online Payment

If players paid online with Play Football, they would complete the online form for their Capital Football and club refunds.

If players registered online but registered with a zero-dollar package and made no payment online, they are not eligible for a refund.

Offline Payment

Players are entitled to the Capital Football registration fee partial refund if this was paid in full to the club. You must refund this portion as outlined on the previous page.

Players who paid your club directly offline will be directed back to your club for the partial refund of Capital Football registration fees and any club portion being refunded.

Eligible Players

All players that paid online through Play Football and paid in full prior to 19 June are eligible for the Capital Football registration partial refund.

Those players that paid online after this date may still be eligible for a club refund depending on if the club reduced their fees and when this was implemented in the Play Football system. Players are directed to speak with their club about whether there is an amount to be refunded to them.

Club Partial Refunds

At the time of this document publication it's unclear which clubs are reducing their fees too, so the process has been setup with the assumption that some refund maybe provided.

Players have been asked to complete the online form assuming there may be a refund from the club to be able to process all claims moving forward.

The Partial Refund Form allows players the option to donate their club refund back to the club.

How Players Will Obtain Refund

Prior to starting the online refund form players will need to have the following details which they can obtain from their payment confirmation email from Play Football:

- FFA Number
- Date of Registration
- Name of Club and Competition you are registered to
- Bank details (BSB, Account)

Once they have collected this information they will need to completed the [online form here](#).

The partial refund form will open on Monday 29 June 2020 and close on Saturday 18 July at 9pm.

Upon closing of the online form, the following steps will be undertaken to ensure Capital Football and your club are on the same page with the refund amount.

Capital Football will:

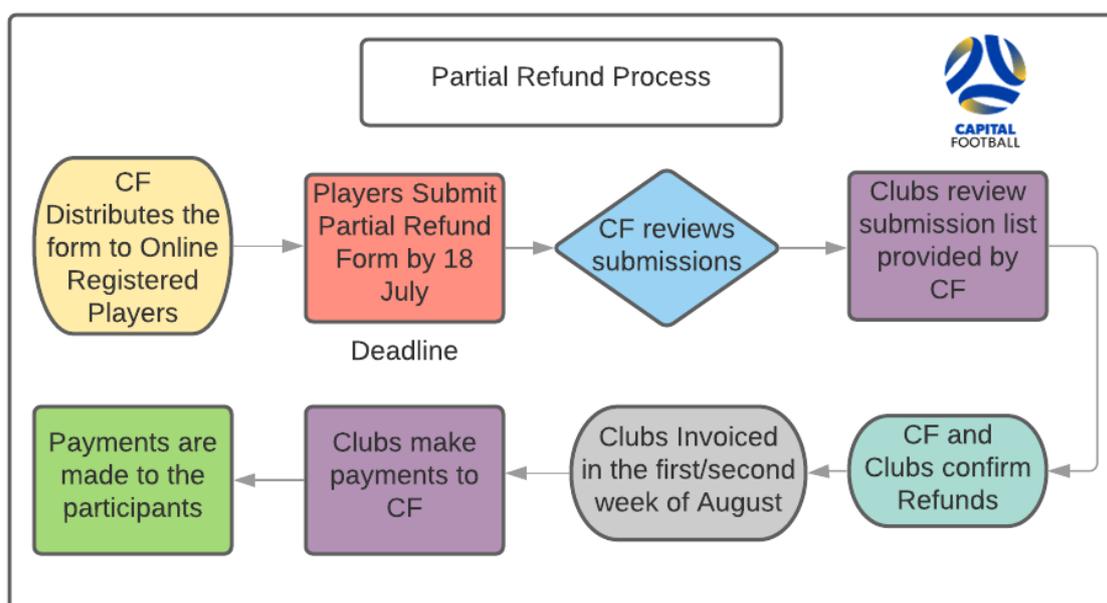
- Export data from Partial Refund Request form
- Sort data into each club
- Export data from Play Football
- Cross reference refund requests with Play Football payment
- Provide document to clubs with refund request player names and amounts to review

Clubs will:

- Review document provided by Capital Football and confirm refund amounts
- Approve or provide changes to spreadsheet including confirmation of refund amount
- Upon agreeing to the refund amount totals, clubs will receive an invoice for payment of their agreed refund amount

Once this amount is paid to Capital Football refunds will be processed to players.

Actions	Date
Close form	18 July
Export refund requests and sort into club lists	20-24 July
Send clubs list of requested refunds to approve	27 July-7 August
Invoice clubs who have opted for Capital Football to process their club fee refunds	3-14 August
Process refunds to players	7-28 August



FREQUENTLY ASKED QUESTIONS

What are the eligibility criteria for a PARTIAL refund?

All players who registered and paid their fees in-full before the reduced registration fees were implemented are eligible for a partial refund. This includes players who have paid online and offline. They need to be registered and active in Play Football.

Only registered players who have paid online are eligible to fill out the Partial Refund Request form.

Registered players who have paid offline are entitled to a partial refund, but this will be processed by the club.

What if we have offline paid registrations?

All players who registered offline will need to work with their club to obtain the Capital Football and club refund as the money was paid directly to the club.

We have players who paid various amounts online and offline, can this be reconciled?

Yes, with the exported data from Play Football the actual amount paid by the player is listed. This allows us to confirm the refunded amount.

Capital Football will use the online form to determine what club refund is owed. Clubs will then review this assumption to confirm or make changes.

We have players who don't want to play in 2020 and need full registrations, do they follow this refund process?

No, those players deregistering for the 2020 season must obtain their full refund from the club, including the Capital Football registration fee. This amount will be credited during the census invoices. For further information on the deregistration process [please go here](#).

What are the new census dates?

Capital Football has made changes to the census dates in 2020. The new dates will align with the usual club invoicing dates of 30 July, 27 August, and 24 September 2020.

Will the lowered Capital Football registration fee be invoiced in the census?

The partial season 2020 Capital Football Registration fee is what will be invoiced in July, August, September.

How long will clubs have to review the refund information?

Clubs will be allowed 7-10 days to ensure the club portion of the refund is correct. Please keep in mind; any delays will result in delays to the repayment to players.

How long will a partial refund take?

Capital Football will be allowing enough time for all online paid registered players to fill out the form. The date of 18 July has been set as a deadline for all request submissions, and no requests will be accepted after this date. The table on the previous page outlines the refund timeline as we aim to have the refunds processed prior to the end of the 2020 winter season.