



**CAPITAL
FOOTBALL**

**PARTIAL REFUND
PROCESS
PLAYERS**

25 JUNE 2020

[VERSION 1]

VERSION CONTROL

VERSION	DATE	AUTHOR	RATIONALE
1	24/06/2020	Capital Football	

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PARTIAL REFUND PROCESS

PLAYERS

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

Registration fees consist of fees from your club, Capital Football and FFA. As some players have paid the 2020 full fee, they are now due a refund. The Capital Football component will be refunded as in the below table.

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

For full refund and deregistration please speak with your club.

Below are the amounts you will receive with the Capital Football component of your refund.

Age Grade	Discounted Total Fee	Capital Football Fee		FFA NRF	FIL	GST	2020 Refund Amount (incl GST)
		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 you paid online with Play Football, please continue with the process outlined below.

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

Offline Payment

If you paid offline directly to your club, please liaise with them for the Capital Football registration refund and possible club refund.

Club Partial Refunds

At the time of this document publication we are unsure which clubs are reducing their fees so the process has been setup with the assumption that some refund maybe provided.

It is best to speak directly with your club about how much they are refunding. The amount will still be refunded through the online form process.

Eligible Participants

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

Those participants who paid online after this date may still be eligible for a club refund depending on whether the club reduced their fees and when this was implemented in Play Football system. Please check with your club if you are unsure.

How to Obtain Refund

Prior to starting the online refund form, you will need to have the following details, you should be able to obtain these from your payment receipt:

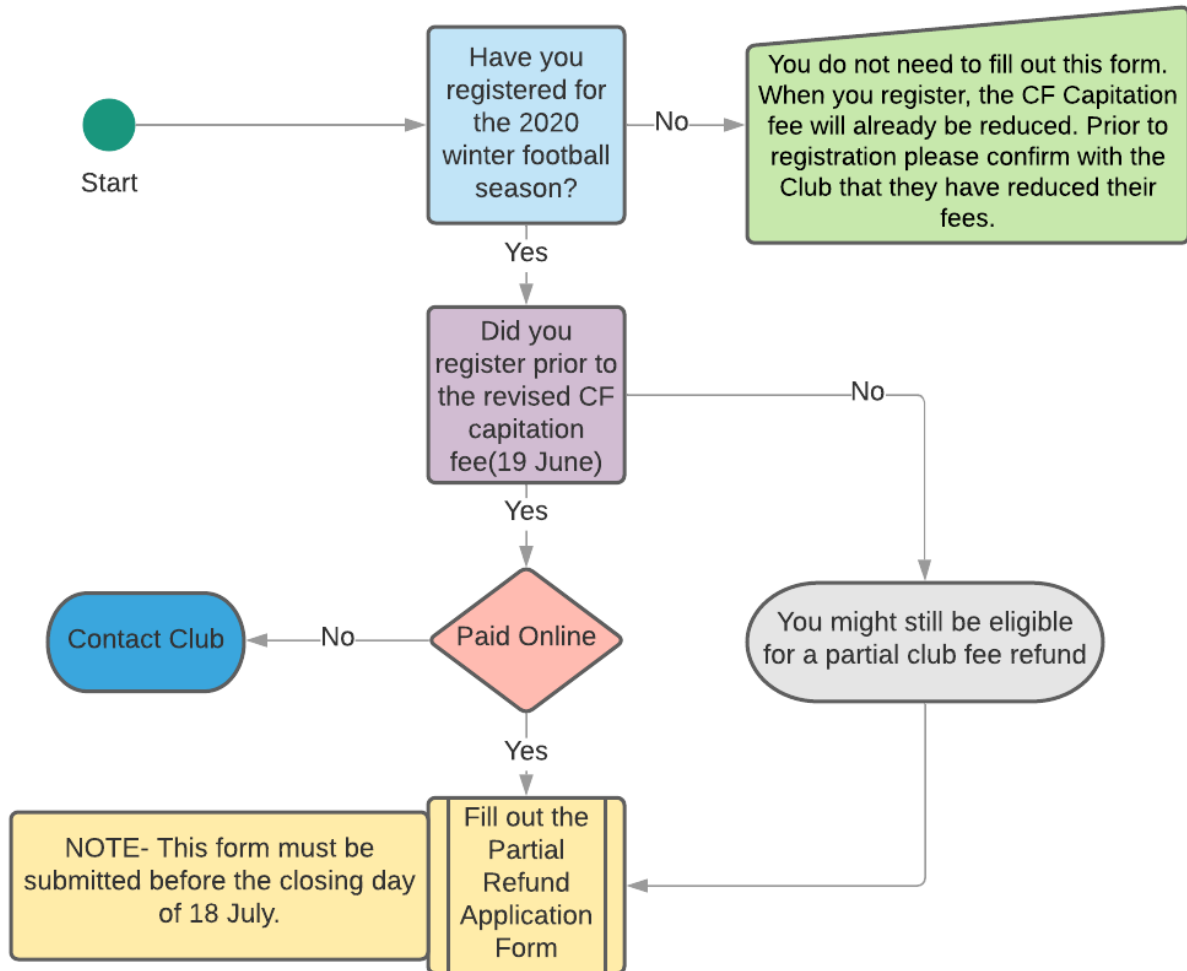
- FFA Number
- Date of Registration
- Name of Club and Competition you are registered to (drop down menu)
- Bank details (BSB, Account)

Once you have this information please complete the [online form here](#).

Timeline

The online refund form must be completed by 18 July 2020. We are endeavouring to process the refunds as quickly as possible.

Date	Actions
29 June 2020	Refund form opens
18 July 2020	Refund form closes at 9pm
End of July	Liaise with clubs to review refunds
August 2020	Finalise and process refunds



Capital Football are aiming to have all refunds completed by the end of the season and hopefully sooner.

FREQUENTLY ASKED QUESTIONS

Am I eligible for a refund?

Everyone who paid in-full online or offline before the Capital Football reduced fee was implemented and is active in Play Football for the 2020 winter football season, will be eligible for a partial refund to reflect the shortened playing season.

What if I don't know my FFA number or registration date?

It is vital that the FFA number is entered so we can confirm the refund you are owed. This can be done by logging back into Play Football.

What if my club offered me a payment plan or only partial payment online?

Please complete the online refund form and we will be able to process any refund owed with assistance from your club. If this has been done offline liaise directly with your club for your partial refund.

How can I get my partial refund if I have paid offline?

For all offline, fully paid registrations contact your club for the Capital Football registration and club partial refunds.

How do I know if my club is refunding any portion of their fees?

As of the publishing of this document and the online form it is not known whether all clubs are offering refunds. Please complete the form with your club and competition you are registered to which will allow us to process refunds when the information becomes available.

How much will the partial refund for my club fee be?

Clubs have set their own refunds based on registration fees and the associated costs that have already been undertaken. If you have any questions about the possibility of a club portion refund and how much their refund is, please contact your club.

What if I only want the Capital Football registration partial refund?

There is an option in the form to donate your club refund back to your club, which will only see the Capital Football partial refund processed.

Can I get a refund for the online processing fees?

The online processing fees are collected and kept by Play Football; Capital Football is unable to provide a refund for those fees.

How long will the refund take?

Capital Football are aiming to have all refunds completed by the end of the season and hopefully sooner. This is dependent on the review process.

Why will the refund take so long?

The partial refund application form will be open until 18 July. We want to ensure that valid registrants have enough time to submit their request. After this, all applications will need to be verified against registrations in the system. The partial refund process is critical, and we want to ensure that the correct payments are made to the right person.