



**CAPITAL
FOOTBALL**

**PLAYFOOTBALL
REGISTRATION
REFUND POLICY**

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VERSION CONTROL

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REGISTRATION REFUND POLICY

The purpose of this policy is to outline the eligibility criteria and procedures for refund requests made for online payments in the national online registration system.

1. INTRODUCTION

- ▶ In accordance with Football Federation Australia's National Refund Policy (September 2008), this policy outlines circumstances in which a Refund will be made and if any charges are to be deducted.
- ▶ This Refund Policy applies only to Players designated as Amateur under the National Registration Regulations of the Football Federation Australia.
- ▶ This Refund Policy does not apply to Players changing clubs during a Season.
- ▶ For the purposes of this document the total fee paid by an Amateur Player is assumed to consist of any of the following:
 - ▶ National Registration Fee (NRF);
 - ▶ Insurance Fee;
 - ▶ Member Federation Registration Fee (MRF);
 - ▶ Facility Infrastructure Levy; and
 - ▶ Club Fee

1.1 DEFINITIONS

The following definitions apply for the purposes of this document.

1.1.1 CLUB

An entity registered with FFA to field a team in a Competition as defined in the National Registration Regulations.

1.1.2 MEMBER FEDERATION

State or Territory governing body as defined in the National Registration Regulations.

1.1.3 INSURANCE FEE

The premium paid by a Member Federation to the FFA National Insurance Programme to provide Personal Injury and Association Liability (Public and Products Liability, Professional Indemnity, and Management Liability) cover.

1.1.4 GOVERNING BODY FEES

The combined fees comprising the:

- ▶ National Registration Fee (NRF);
- ▶ Member Federation Registration Fee (MRF), excluding Insurance Fee;
- ▶ Facility Infrastructure Levy (FIL)

1.1.5 APPLICATION FOR REFUND

Where an Amateur Player applies to a Capital Football for the repayment of Governing Body Fees when they do not want to continue playing football during a Season.

2. REGISTRATION REFUNDS

2.1 ELIGIBILITY FOR REFUNDS

- ▶ Not with standing requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Capital Football and Clubs are only required to refund registration fees (or parts thereof) to Amateur Players where:
 - ▶ the Registration Status of the Amateur Player has been made “Active” in the National Online Registration System in accordance with the National Registration Regulations; and
 - ▶ the Amateur Player has not participated in a match or appeared on a match record for his or her club more than three (3) times; and
 - ▶ The Amateur Player or their Club has applied for de-registration via the National Online Registration System in accordance with the:
 - National Registration Regulations; and
 - Registration/De-Registration Periods notified by Capital Football
- ▶ At their complete discretion, Capital Football may deem exceptional circumstances under, Clause 9.2(e) of the National Registration Regulations and provide a proportionate refund of registration fees in certain no fault circumstances on de-registration.

2.2 COMPOSITION OF REFUND

- ▶ As the point of payment for the full Registration Fee Package (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.
- ▶ Capital Football is responsible for authorising the refund of Governing Body Fees.

2.3 PROCEDURE FOR RECOVERY OF A REFUND

- ▶ For Capital Football to consider the authorisation of any refund of Governing Body Fees, an Amateur Player and their Club must follow the Capital Football Recovery of Refund Procedure before the closure of any notified Registration/De- Registration Periods.
- ▶ Capital Football may audit any application made by an Amateur Player or their Club for a refund to satisfy itself that the Player is eligible for a refund.

2.4 PAYMENT OF REFUND

- ▶ Once the Recovery of Refund Procedure has been complied with Capital Football will:
 - ▶ authorise the refund of Governing Body Fees to the Amateur Player; and ii. notify the Amateur Player and/or the Club of the:
 - authorisation for the Club to refund Governing Body Fees;
 - any advised Insurance Fees and administration fees that are to be deducted from the Governing Body Fee refund; and
 - the timeframe that the refund must be processed in

- ▶ Once notified, the Club must:
 - ▶ pass on the advised refund of the Governing Body Fees to the Amateur Player; and
 - ▶ notify the Amateur Player of the timeframe that they intend for the refund to be processed in.

2.5 FORM OF REFUNDS

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

Under this Policy, Capital Football are assessing the eligibility of the player to receive a refund on behalf of Football Federation Australia.

Any player approved to receive a refund under this Policy, will have their registration sub-status changed to 'Refund processed' where possible in the National Online Registration System.

Capital Football will not invoice where a player's sub-status is listed as 'Refund processed' in the National Online Registration System.

3. FREQUENTLY ASKED QUESTIONS

FOR CLUBS

The purpose of this policy is to outline the eligibility criteria and procedures for refund requests made for online payments in the national online registration system.

REFUND PROCESS

1. How do I request a refund?

First you must either de-register or decline the player's registration. Once this is completed please fill out the **REGISTRATION REFUND REQUEST FORM** available [here](#).

Capital Football will be in touch within 5 business days to confirm receipt of the request and advise action from there.

2. What is the eligibility criteria for a refund?

In order to receive a refund of governing body fees, a player must have appeared in three or less matches. They must have also paid online using the registration portal, and have since been de-registered or declined from their old club. In the event that the player is staying in football (i.e switching clubs), evidence of payment to the new club must be provided before Capital Football can reimburse the governing body fees.

The club can choose to refund a whole, partial or no amount of the club fee according to their own refund policy.

3. How long does a refund take?

Capital Football will endeavour to respond to your registration refund request form submission within 5 business days advising if there is any more information, we need in order to process the refund. Each refund, once approved, will be made at the upcoming census date (dates) and delivered using the club bank details entered in PlayFootball.

4. Do I have to provide a refund if the player asks?

While Capital Football can refund the player the governing body fees, it is up to clubs and their own policy as to whether they refund the club portion of the registration fee. If you'd like some guidance about this please contact tej.sapate@capitalfootball.com.au.

CHANGING CLUBS

1. If a player is ACTIVE and wants to leave my club what do I have to do?

As a Club you need to log in to PlayFootball as administrator and Accept the De-registration if the player initiated the request. Then the Player is free to register at the New Club. If you do not process the application it will automatically be approved by Capital Football after 7 days. You may also be requested to initiate this request. This must be accepted by the player and approved by Capital Football.

2. If the player is AWAITING APPROVAL and paid ONLINE – what do I need to do? Do Capital Football refund the money?

First, you'll need to decline the registration and then complete the [refund request form](#). Once Capital Football has approved the refund you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees. The form of the refund is at your discretion but we ask that you use your best endeavours to provide the refund in the form requested by the player.

3. If the player is ACTIVE and paid online – do Capital Football refund their credit card?

No – you have already received the player fees so you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees and adjust our accounts. The form of the refund is at the discretion of the club but we ask that you use your best endeavours to provide the refund in the form requested by the player.

As a Club you need to log in to PlayFootball as administrator and Accept the De-registration if the player initiated the request. Then the Player is free to register at the New Club. If you do not process the application it will automatically be approved by Capital Football after 7 days.

You may also be requested to initiate this request. This must be accepted by the player and approved by Capital Football.

4. Why does the player have to pay the new club in full before I reimburse the player?

This is to ensure that they have paid the Governing Body and Insurance fees once for each season and for each form of the game. It is also to allow you as the leaving Club to deduct any applicable fees for the time they have been at that club. Once you seen evidence that they have paid the NEW club then you are free to provide a refund.

NOTE – if they are applying for a refund as if they are LEAVING the game altogether - it is a different process and the main requirements are:

- ▶ they have participated in three matches or less

5. If the player paid us (the club) direct – how do I give the refund?

The payment split will only apply to offline payments (i.e paying the club directly without using the registration portal). It will therefore depend on the timing of the request to see if Capital Football have already invoiced for that player or not.

LEAVING FOOTBALL

1. The player has changed their mind and want a refund and they paid online – do Capital Football refund the credit card?

Firstly, check their eligibility for a refund – they must:

- ▶ be ACTIVE in PlayFootball
- ▶ have participated in three or less matches

If any of the above criteria is NOT met then they are not eligible for a refund.

If they fulfil the above criteria then as a Club you can log in to PlayFootball and select De-register. There are various options to choose. This must be accepted and approved by the player and Capital Football. You will then need to complete the Online Request Form. Most responses will take 5 business days but you must wait until you gain approval of the Refund by Capital Football.

We will email you and the player to confirm this. Once this has been approved you can initiate the refund. As you have already received the player fees directly to your account – you will need to refund the player in full as per the policy – we will reimburse you at Census time directly for the Governing Body fees and adjust our accounts to reflect this.

2. The player has changed their mind and want a refund and they paid us direct. What do we do?

Firstly, check their eligibility for a refund – they must:

- ▶ be ACTIVE in PlayFootball
- ▶ have participated in three matches or less

If any of the above criteria is NOT met then they will be refused a refund.

If they fulfil the above criteria then as a Club you can log in to PlayFootball and select De-register. This must be accepted and approved by the player and Capital Football. Since payment disbursement only applies to online payments, you should have the full amount to refund the player directly once this is completed.

3. The player has changed their mind and want a refund – they paid the club online but I have not made them ACTIVE in PlayFootball. What do we do?

You (the Club) will need to DECLINE/REJECT the registration and refund the player according to the refund policy guidelines. Because they have never been made ACTIVE Capital Football will not have invoiced you for the Governing Body fees so no refund will be applicable from us. The form of the refund is at your discretion but we ask that you use your best endeavours to provide the refund in the form requested.

4. The player has changed their mind and want a refund – they paid the club directly but they are not ACTIVE in PlayFootball. What do we do?

You (the Club) will need to DECLINE/REJECT the registration and then you can refund the funds they paid to the club according to the Club refund policy guidelines.

4. FREQUENTLY ASKED QUESTIONS

FOR PLAYERS

The purpose of this document is to answer frequently asked questions regarding the online registration refund policy. If you have a question that isn't answered here please contact Tej Sapate.

REFUND PROCESS

1. How do I request a refund?

First you must approach your club requesting a refund. Then, either de-registered or declined in the national registration system (Play Football). Once this is complete the club will submit a refund request form to Capital Football, which will be reviewed within 5 business days, which will be followed by further communication from Capital Football advising what the next steps are.

2. What is the eligibility criteria for a refund?

In order to receive a refund of governing body fees, a player must have appeared in three or less matches. They must have also paid online using the registration portal, and have since been de-registered or declined from their old club. In the event that the player is staying in football (i.e switching clubs), evidence of payment to the new club must be provided before Capital Football can reimburse the governing body fees.

The club can choose to refund a whole, partial or no amount of the club fee according to their own refund policy.

3. How long does a refund take?

When the refund is approved, the club will refund the registration amount directly to the player, making their best effort to provide the refund in the form requested. This timeline will vary club to club, but if you encounter any serious delay please contact Capital Football so we can look into it.

4. Do clubs have to provide a refund if the player asks?

While Capital Football can refund the player the governing body fees, it is up to clubs and their own policy as to whether they refund the club portion of the registration fee. If you'd like some guidance about this please contact tej.sapate@capitalfootball.com.au.

CHANGING CLUBS

1. Can I change clubs during the season?

Yes - A player can register for no more than 3 Clubs in each form (e.g. Outdoor/Social/NPL/Futsal) of the game during one Season (i.e. leaving one Club and registering with an alternative Club). During this time, the Player can only play in Matches for 2 Clubs in each form of the game.

2. How do I change Clubs if I am active in PlayFootball?

As a player you need to log in to PlayFootball and select De-register. This must be accepted and approved by the Club and Capital Football. If the Club does not process the application it will automatically be approved by Capital Football after 7 days.

Then you are free to register at the new club. You may also request that the club you are leaving initiates this request.

3. How do I change Clubs if I am Awaiting Approval/Payment in PlayFootball?

The Club you are leaving need to Decline/Reject your Registration and then you can Register at the New Club.

4. Why do I have to pay the new club in full before the old club will reimburse me?

This is to ensure that you have paid the Governing Body and Insurance fees once for each season and for each form of the game. It is also to allow the club you are leaving to deduct any applicable fees for the time you have been at that club.

Once you have paid the NEW club and given evidence of this to the OLD club then the OLD club can provide a refund.

NOTE – if you apply for a refund as if you are LEAVING the game altogether - it is a different process and the main requirement is that:

- ▶ you have participated in three or less matches

5. I am changing clubs but I paid online – do you refund my credit card?

No – the club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

6. I am changing clubs and paid the club direct – how do I get my refund?

The club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

LEAVING FOOTBALL

1. I've changed my mind and want a refund – I paid online on PlayFootball.

To be eligible for a refund you must:

- ▶ be ACTIVE in PlayFootball
- ▶ have NOT participated in excess of three matches

If any of the above criteria is NOT met then you are not eligible for a refund.

If you fulfil the above criteria then you will need to log in to PlayFootball and select De-register. This must be accepted and approved by the Club and Capital Football. The Club is required to gain approval of the Refund by Capital Football and you and the Club will advise if this is approved. Once this has been approved the Club can initiate the refund. You may also request that the club you are leaving initiates this request.

2. I've changed my mind and want a refund – I paid the club directly.

To be eligible for a refund you must:

- ▶ be ACTIVE in PlayFootball
- ▶ have NOT participated in excess of three matches

If any of the above criteria is NOT met then you are not eligible for a refund.

If you fulfil the above criteria then you will need to log in to PlayFootball and select De-register. This must be accepted and approved by the Club and Capital Football. The Club is required to gain approval of the Refund by Capital Football and you and the Club will advise if this is approved. Once this has been approved the Club can initiate the refund. You may also request that the club you are leaving initiates this request.

3. I've changed my mind and want a refund – I paid the club online but I am not ACTIVE in PlayFootball

The Club will need to DECLINE/REJECT your registration and then they can refund you according to the refund policy guidelines. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

4. I've changed my mind and want a refund – I paid the club directly but I am not ACTIVE in PlayFootball.

The Club will need to DECLINE/REJECT your registration and then they can refund you the funds you paid to the club according to the Club refund policy guidelines.

Capital Football (CF) Refund Workflow

