



**CAPITAL
FOOTBALL**

**PLAY FOOTBALL
REGISTRATION
REFUND POLICY**

10/03/2021

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 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 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.

Club means an entity registered with FA to field a team in a Competition as defined in the National Registration Regulations.

Member Federation means a State or Territory governing body as defined in the National Registration Regulations.

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

Governing Body Fees means the combined fees, comprising of:

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

Application for Refund is where an Amateur Player applies via the Club to 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

Notwithstanding 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 for a refund by the Club on behalf of the Amateur Player 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, Capital Football will:

- ▶ authorise the refund of Governing Body Fees to the Amateur Player; and 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 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 player's details in the Refund Spreadsheet shared with the Club Admin/s.

The Governing Body Fees will be refunded during the Census dates that have been set for the year 2021.

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 deregistration request is **submitted before 30 June**

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?

All refund requests entered in the Refund Spreadsheet by the Club will be assessed in the week preceding the next census date. Once approved, Capital Football will make a payment of the Governing Body Fees to the Club at the census date.

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

If the player meets the eligibility criteria, then the player is entitled to the Governing Body Fee refund. Clubs should use their own Refund Policy to determine whether they provide a refund on the Club portion of the registration fee.

CHANGING CLUBS

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

If that player has initiated the de-registration request, you will need to log in to Play Football as an administrator and accept the request. If the player has not initiated the request, you will need to make the request, and this will then be accepted by the player. If either party do not accept the request once it has been initiated, it will be automatically approved by Capital Football after seven days. After this, the player is eligible to register at a new Club.

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

First, you will need to decline the player's registration and enter their details in the Refund Spreadsheet shared with the Club Admin/s. 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, the Club will be required to pay the refund including the Governing Body Fee. Capital Football will reimburse you at Census time directly for the Governing Body Fees. 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 Play Football as administrator and accept the de-registration if the player has initiated the request or request a de-registration for the player. Capital Football is required to do the final approval. After this, the player is eligible to register at a new Club. If you do not process the application, it will be automatically approved by Capital Football after seven days.

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

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 are confident that they have paid the new Club then you are able to provide a refund.

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

When a player makes an offline payment, the Club retains the full fee (consisting of Governing Body fees + any Club fees). As a result, the Club will be required to refund the appropriate amount to the player.

If the Club has not yet been invoiced for the player they are still in possession of the Governing Body Fees which they will use for the refund. If Capital Football have invoiced the Club for that player during a previous Census date, the Club will be reimbursed for the Governing Body Fees in the following Census, provided the player's details have been provided through the Refund Spreadsheet and the player meets the eligibility criteria.

The Club holds full fees (Governing Body fees + Club fees) when the player makes an offline payment. The Club will be required to refund the whole amount to the player and Capital Football would not owe the Club /the player any money.

However, if the player was invoiced for during one of the Census, we would still request the Club to do a full refund and Capital Football will reimburse the Governing Body fees at the following Census provided the player's name has been entered in the Refund Spreadsheet and is eligible for a refund.

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 the player's eligibility for a refund – they must:

- ▶ be ACTIVE in Play Football;
- ▶ have participated in three matches or less; and
- ▶ have applied for the refund before 30 June

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 Play Football and select de-register. This must be accepted and approved by the player and Capital Football. You will then need to enter the player's details in the Refund Spreadsheet shared with the Club Admin/s.

The Club 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 Play Football;
- ▶ have participated in three matches or less; and
- ▶ have applied for the refund before 30 June

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 Play Football 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 Play Football. 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 Governing Body refund will be applicable. 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 Play Football. 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 Tejas Sapate at tej.sapate@capitalfootball.com.au.

REFUND PROCESS

1. How do I request a refund?

First you must approach your Club requesting a refund. The Club will either request a de-registration or decline your pending registration in the national registration system (Play Football). Once this is complete the Club will provide your details to Capital Football for verification to progress with the refund.

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 player must apply before 30 June

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 reimburse the player/s the Governing Body Fees to the Club at Census (if eligible), 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 three Clubs in each form of the game (e.g. Outdoor/Social/Futsal) 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 two Clubs in each form of the game.

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

As a player you need to log in to Play Football 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 seven days.

Then you are free to register at the new Club. You may also request that the Club you are leaving initiates this request and then log in and accept it.

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

The Club you are leaving needs to decline/reject your registration which should then allow you to register at the new Club.

4. Why do I have to pay the new Club in full before the old Club reimburses 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.

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

No – the Play Football system does not keep credit card details so 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 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 Play Football.

To be eligible for a refund you must:

- ▶ be ACTIVE in Play Football;
- ▶ have participated in three matches or less; and
- ▶ have applied for the refund before 30 June

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 Play Football and select de-register. This must be accepted and approved by the Club and Capital Football. Once this has been approved the Club can initiate the refund. You may also request the Club you are leaving initiates this request and then log in and accept it.

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 Play Football;
- ▶ have participated in three matches or less; and
- ▶ have applied for the refund before 30 June

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 Play Football and select De-register. This must be accepted and approved by the Club and Capital Football. You may also request the Club you are leaving initiates this request and then log in and accept it.

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

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 Play Football.

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

