



POLICY FOR REFUNDING GOVERNING BODY FEES

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This policy outlines the process for clubs to apply to Football Queensland for a determination on the eligibility of a refund of governing body fees on behalf of an amateur player withdrawing from playing football during a season.

Clubs are free to approve refunds that are directly associated with the services, programs or products they provide to amateur players during a season. However, clubs and other parties have no authority and are not permitted to refund any fees associated with the services provided by the governing body to amateur players.

Version Control

Date	Version	Details	Author
March 2020	2020.01	Annual Review	FQ HQ Dept
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January 2024	2024.01	Annual Review	FQ HQ Dept

Approval

Delegation required for approval: Chief Executive Officer

Approving Officer Name: Robert Cavallucci

Position: Chief Executive Officer

Dated: 30/01/2024

Term of Policy: 1st January 2024 to 31st December 2024

1. Introduction

- a) In accordance with Football Australia’s National Refund Policy, this policy outlines circumstances in which a refund will be made and if any charges are to be deducted.
- b) This refund policy applies only to players designated as amateur under the National Registration Regulations of Football Australia.
- c) This refund policy applies to the current season and future seasons unless otherwise specified.
- d) This refund policy does not apply to players changing clubs during a season.
- e) All refunds will be processed and approved in Squadi; no refunds will be distributed through any other platform.
- f) All participants applying for a refund must be registered in Squadi to qualify for a refund.
- g) For the purposes of this document, the total fee paid by an amateur player for the full Registration Fee Product is assumed to consist of one or all of the following:

Governing Body Fees

- National Registration Fee (NRF);
- Member Federation Registration Fee (MRF); and
- Member Federation Venue Fees (MVF)

Other Fees

- Insurance Fee; and
- Club Fee (which may or may not include match and referee fees)

1.1 Definitions

The following definitions apply for the purposes of this document.

Club

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

Competition Administrator

Entity responsible for the conduct and staging of a Competition as defined in the National Registration Regulations.

Member Federation

State, Territory or regional federation or association governing body as defined in the National Registration Regulations.

Insurance Fee

This refers to 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

The Governing Body Fees are the combined fees comprising the following:

- National Registration Fee (NRF);
- Member Federation Registration Fee (MRF), excluding Insurance Fee; and
- Member Federation Venue Fees (MVF)

2. Governing Body Fees Refunds

2.1 Eligibility for Refunds of Governing Body Fees

- (a) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Football Queensland, its competition administrators, and clubs are only required to refund registration fees (or parts thereof) to amateur players where:
- i. 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
 - ii. the amateur player has not participated in any form of training session (pre-season or in-season), team trials (formal or informal), player grading or selection processes, pre-season matches, practice matches, official fixtures, or otherwise appeared on a match record for his or her club; and
 - iii. 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 Football Queensland.
- (b) At their complete discretion, Football Queensland may deem exceptional circumstances under Clause 9.2(e) of the National Registration Regulations and determine that a proportionate refund of registration fees is appropriate if certain no fault circumstances on de-registration are present.

2.2 Composition of Refund

- (a) Football Queensland is responsible for authorising the refund of Governing Body Fees. Refunds will be processed within 14 business days of authorisation.

2.3 Procedure for Recovery of a Refund

- (a) For Football Queensland to consider the authorisation of any refund of Governing Body Fees, an amateur player and their club must submit a formal refund request through Squadi before the closure of any registration/deregistration periods (please refer to Appendix A for the procedure of a refund)
- (b) Football Queensland may audit any application made by a club on behalf of an amateur player for a refund of Governing Body Fees to satisfy itself that the player is genuinely eligible for a refund.

2.4 Form of Refunds

- (a) All refunds will be paid through Squadi in the form the payment of registration was made, in accordance with the terms of this policy. For example: Player A registered using a credit card, when Football Queensland authorises the refund request, the monies will be returned to the credit card that was used to pay.
- (b) For any registrations made through alternative platforms Football Queensland does not manage the refunds for these participants. These cases must be referred back to the club the participant originally registered to.

2.5 Recovery of Refunds

- (a) Under this policy, Football Queensland assesses the eligibility of the player to receive a refund on behalf of Football Australia, and competition administrators.
- (b) Any player approved to receive a refund under this policy, will have their registration status changed to 'Inactive' or 'Refund' in the National Online Registration System.