

Southside Eagles Football Club
P.O.Box 63, Bulimba QLD 4171
www.southsideeagles.com



Refund Policy

Last Updated: 4th January, 2025

FQPL, FQ Academy, MiniRoos Kangaroo and Metro Junior League (MJL):

These programs are by player selection only. Players successfully selected for these programs will receive a Letter of Offer confirming their place on the team. Once the Letter of Offer is accepted, all deposits and fees are non-refundable. Specific refund policies are detailed in the Letter of Offer provided to successful players.

MiniRoos, Community Juniors, Men's and Women's Metro, Queensland Masters (Over 35/Over 45):

No Team Available for Player:

In the rare circumstance where a player cannot be placed in a team due to all squads being full, a full refund of registration fees will be issued.

Change of Mind:

Player has registered but has NOT participated in any fixture, grading, carnival, or training:

- If a player deposit was collected, it is non-refundable. All other registration fees will be refunded minus a \$100 administration fee and any non-refundable football association registration fees (FFA/FQ/FB).
- If no player deposit was required, a full refund will be provided, less a \$100 administration fee and any non-refundable football association registration fees (FFA/FQ/FB).
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Registered and has participated in a fixture, grading, carnival, or training:

- No refund will be provided.

Serious Injury

- If a player sustains a serious injury preventing them from participating in more than 70% of games, medical documentation must be submitted in writing for consideration by the Executive Committee.

Merchandise

- Faulty merchandise may be exchanged with a valid receipt as proof of purchase.
- Merchandise may also be exchanged for sizing issues if it is unworn and accompanied by a receipt.
- Refunds will only be provided for faulty merchandise.

Other

- Any exception to this refund policy must be submitted in writing for review by the Executive Committee.
- **Season Postponement:** No refunds will be provided for postponements outside the Club's control.
- **Season Cancellation:** If the season is canceled due to factors outside the Club's control (e.g., FQ cancellation), a refund policy will be issued based on the following considerations:
 - Training sessions already conducted.
 - Games (pre-season, friendly, or fixtures) already played.
 - Uniforms issued (note: uniforms cannot be returned or refunded).
 - Club costs already incurred.
 - Refundability of footballing body registration fees (FFA/FQ/FB).