



Balcatta Etna Football Club Player Registration Refund Policy

Adopted by Committee: 30/9/2026 Effective from: 1/10/2026

1. Purpose

- 1.1 This policy explains when Balcatta FC (INC) ABN 14 733 490 889 may provide a full or partial refund of player registration fees.
- 1.2 The policy is intended to be fair to players and families while ensuring that the Club is not left out of pocket for reasonable costs it has already incurred.
- 1.3 Nothing in this policy excludes, restricts or modifies any rights that a Player or Applicant may have under the Australian Consumer Law or any other applicable law.

2. Application of this policy

- 2.1 This policy applies to all player registration fees paid to Balcatta FC for Senior Players and Junior Players.
- 2.2 This policy applies regardless of the team, squad, competition or program in which the Player participates.
- 2.3 For a Junior Player, the parent or legal guardian who submits, approves or pays for the registration application agrees to this policy and is responsible for all financial obligations arising under it, including refund applications, review requests and any applicable review administration fee.

3. Definitions

In this policy:

Administration Fee means a fee of \$100.00, being a reasonable contribution towards the Club's administrative costs for processing a voluntary withdrawal, change-of-mind refund, or other discretionary refund request.

Applicant means:

- (a) the Player, if the Player is a Senior Player; or
- (b) the Player's parent or legal guardian, if the Player is a Junior Player.

Club means Balcatta FC (INC) ABN 14 733 490 889 otherwise known as Balcatta Etna Football Club.

Junior Player means a Player who is under 18 years of age.

Player means a person who has registered, or seeks to register, with the Club as a Senior Player or Junior Player.

Refundable Club Component means the portion of the registration fee paid to and retained by the Club, after deduction of any third-party fees, costs or charges that the Club has already paid, committed to pay, or cannot reasonably recover.

Senior Player means a Player who is 18 years of age or over, including Players registered in senior men's or senior women's teams, squads, competitions or programs.

4. General position

- 4.1 The Club is not required to provide a refund merely because a Player or Applicant changes their mind, decides not to continue, accepts a position with another club, or is unable to participate for reasons not caused by the Club.
- 4.2 The Club may, however, provide a full or partial refund in accordance with this policy where it considers it fair and reasonable to do so.

5. Applications for refund

- 5.1 Refund applications must be made in writing to the Club Secretary at secretary@balcattaafc.com.au as soon as reasonably practicable after the relevant circumstances arise.
- 5.2 For a Senior Player, the refund application must be made by the Senior Player.
- 5.3 For a Junior Player, the refund application must be made by the Junior Player's parent or legal guardian.
- 5.4 The Club may request reasonable supporting information, such as medical evidence, proof of relocation, proof of changed circumstances, or other documents reasonably required to assess the application.

6. Refundable and non-refundable components

- 6.1 The Club will only refund amounts actually paid to, and retained by, the Club.
- 6.2 Unless the Club decides otherwise, any refund may be reduced by costs already incurred or committed by the Club, including:
 - (a). Football Australia, Football West, association, league, insurance or other third-party registration fees;
 - (b). uniform, equipment or merchandise costs, where the item has been supplied or cannot reasonably be re-used;
 - (c). payment processing fees that cannot be recovered; and
 - (d). the Administration Fee, where the refund application relates to voluntary withdrawal, change of mind, or other personal circumstances not caused by the Club.
- 6.3 No Administration Fee will be deducted where the refund is required because the Club is unable to provide the relevant registration, training, competition or participation service.

6A. Deposits

- 6A.1 The Club may require a Player or Applicant to pay a deposit after trials, grading, selection or offer of a position in a team, squad, competition or program.
- 6A.2 Unless the Club states otherwise in writing, any deposit paid will be credited toward the Player's registration fees if the Player proceeds with registration.
- 6A.3 A deposit paid to secure or hold a Player's position is generally non-refundable if the Player or Applicant:
 - (a). changes their mind;
 - (b). does not proceed with registration;
 - (c). accepts a position with another club;
 - (d). voluntarily withdraws; or
 - (e). fails to complete registration or pay the balance of registration fees by the date required by the Club.
- 6A.4 The Club may retain the deposit in those circumstances because the Club may have reserved a position for the Player, declined or delayed offering that position to another player, incurred administrative costs, or made decisions about team numbers, grading, coaching, competitions or squad planning in reliance on the Player's acceptance.
- 6A.5 A deposit will generally be refunded where:
 - (a). the Player is not accepted or cannot be placed in a team;
 - (b). the relevant team, squad, competition or program does not proceed; or
 - (c). the Club is unable to provide the relevant registration, training, competition or participation service.
- 6A.6 Unless the Club expressly confirms otherwise in writing, a deposit is paid to secure a place within the Club's football program or relevant age-group structure, and not to secure a

guaranteed place in a particular team, squad, division, competition level, coach's team, JDL squad, NPL squad, or preferred playing group.

7. Full refunds

A full refund of the Refundable Club Component will generally be provided where:

- (a). the Player withdraws before the close of registrations and before the Club has incurred material non-recoverable costs;
- (b). the Player is not accepted or cannot be placed in a team;
- (c). the relevant team does not proceed or folds before the season commences; or
- (d). the Club is unable to provide the relevant registration, training, competition or participation service.

8. Partial refunds

8.1 A partial refund may be available where:

- (a). the Player withdraws after registrations close but before the commencement of Round 1;
- (b). the Player is unable to participate in a substantial part of the season due to injury, illness, relocation, or other compassionate or exceptional circumstances;
- (c). the Player's team folds after the season has commenced and the Club cannot provide a reasonable alternative team placement; or
- (d). the Club otherwise considers that a partial refund is fair and reasonable in the circumstances.

8.2 Partial refunds will generally be calculated by reference to the unused portion of the season and the Refundable Club Component, after deduction of reasonable non-recoverable costs.

8A. Team placement, grading and preferred squad allocation

8A.1 The Club may select, grade, allocate and re-allocate Players to teams, squads, competitions, programs and playing levels at its discretion, having regard to matters including player ability, attitude, fitness, conduct, team balance, squad numbers, coaching requirements, competition requirements and the Club's overall football program.

8A.2 Unless the Club expressly confirms otherwise in writing, registration, selection after trials, payment of a deposit, or payment of registration fees does not guarantee that a Player will be placed in:

- (a). the Player's preferred team, squad, competition, program or division;
- (b). the highest available team or squad in the Player's age group;
- (c). a JDL, NPL, NPL pathway, first team, reserves, academy, development or other specific squad;
- (d). a team coached by a particular coach; or
- (e). a particular playing position, role, level of game time or competition allocation.

8A.3 A Player or Applicant is not entitled to a refund merely because the Player is not selected for, or is moved from, the Player's preferred team, squad, competition, program, division, coach, playing level or playing position.

8A.4 Where the Club offers the Player a reasonable team, squad, competition or program placement in the Player's age group, or another appropriate placement having regard to the Player's circumstances, the Club will generally be treated as having provided the relevant registration, training, competition or participation service for the purposes of this policy.

9. Change of mind, voluntary withdrawal or transfer to another club

9.1 A Player or Applicant is not automatically entitled to a refund where the Player:

- (a). changes their mind;

- (b). decides not to continue playing;
- (c). accepts a position with another club;
- (d). does not like the team, coach, grading, training time, competition allocation or playing position; or
- (e). is unable to continue for personal reasons not caused by the Club.

9.2 The Club may still provide a full or partial refund in those circumstances where it considers it fair and reasonable to do so, having regard to:

- (a). when the withdrawal request was made;
- (b). whether the Player's position can reasonably be filled by another Player;
- (c). whether the Club has already incurred non-recoverable costs;
- (d). whether the withdrawal affects team numbers, grading, competition arrangements or squad planning; and
- (e). any compassionate or exceptional circumstances.

10. Suspension or disciplinary matters

- 10.1 A refund will generally not be provided where a Player is unable to participate because of suspension, disciplinary action, breach of the Club's rules, breach of a code of conduct, or similar Player-related conduct.
- 10.2 This does not apply where the Club's decision is withdrawn, overturned, or found not to have been properly made.

11. Players who have participated in more than half the season

- 11.1 Where a Player has participated in, or been eligible and available to participate in, more than half of the scheduled matches for the regular season, no refund will generally be provided for voluntary withdrawal, change of mind, or personal circumstances not caused by the Club.
- 11.2 This does not apply where the Club is unable to provide the relevant registration, training, competition or participation service, or the relevant team folds and no reasonable alternative team placement is available.
- 11.3 For the purpose of this policy, a Player will be treated as having participated in a match if the Player:
 - (a). was listed on the official team sheet for that match;
 - (b). was selected, eligible or otherwise available to participate in that match; or
 - (c). did not participate in that match because of voluntary unavailability or personal circumstances not caused by the Club, including holidays, travel, family commitments, injury, illness or other personal reasons.

12. KidSport vouchers and third-party subsidies

- 12.1 Where a Player has used a KidSport voucher or any other third-party subsidy, the Club will not refund that amount directly to the Player, Applicant, parent or guardian.
- 12.2 Any refund, adjustment or reversal of a KidSport voucher or other third-party subsidy will be handled in accordance with the applicable program rules and requirements.
- 12.3 This clause applies only where a KidSport voucher or other third-party subsidy has been used.

13. Refund calculation

- 13.1 Partial refunds will generally be calculated using the following formula:

Refundable Club Component × unused portion of the regular season, less reasonable non-recoverable costs.

13.2 For example, if:

- (a) the regular season has 20 scheduled games;
- (b) the Player does not play in 12 of those games; and
- (c) the Refundable Club Component is \$400,

the refund would be calculated as follows:

$$12 \div 20 \times \$400 = \$240.$$

13.3 If the Administration Fee applies to a voluntary withdrawal or change-of-mind refund, that fee may be deducted from the calculated refund.

14. Decision-making process

- 14.1 Refund applications will be assessed by the Club's Finance Committee or another committee authorised by the Club.
- 14.2 The Committee must apply this policy reasonably, consistently and in good faith.
- 14.3 The Committee may request further information before making a decision.
- 14.4 The Club will aim to provide a written decision within 21 days after receiving all information reasonably required to assess the application.
- 14.5 Approved refunds will be processed within a reasonable time after the decision is made.

15. Review of refund decisions

- 15.1 If a refund application is refused, the Applicant may request a review of the decision within 14 days after receiving the decision.
- 15.2 A request for review must be made in writing and should briefly explain why the Applicant considers the decision should be reconsidered.
- 15.3 The Club may charge a review administration fee of \$100 for a review of a discretionary refund decision. This fee reflects the additional time required for the Committee to reconsider the application, review any supporting material and provide a further decision and must be paid before the Club's decision is reviewed.
- 15.4 For a Junior Player, the review administration fee is payable by the Junior Player's parent or legal guardian, not by the Junior Player.
- 15.5 The review administration fee will not apply where the review concerns:
 - (a) the Club's inability to provide the relevant registration, training, competition or participation service;
 - (b) a team not proceeding or folding;
 - (c) an obvious administrative error;
 - (d) a decision that has been withdrawn, overturned or found not to have been properly made; or
 - (e) any rights the Player or Applicant may have under applicable law.
- 15.6 If the review results in the original decision being materially changed in favour of the Player or Applicant, the review administration fee will be refunded.
- 15.7 The Club may waive the review administration fee in cases of hardship, compassionate circumstances, or where it considers it fair and reasonable to do so.
- 15.8 The Club will aim to provide the review decision within 21 days after receiving:
 - (a) the request for review;
 - (b) the review administration fee, where applicable; and
 - (c) any further information reasonably required to assess the review.