



Sunbury United FC Membership, Fees and Deposit Refund Policy

This policy outlines the Club's position on eligibility for refund of registration fees should a player not complete a full season. Whilst the club does not intend to unreasonably withhold payments made, administration costs and effort are incurred as a consequence of player withdrawals and there is a need to balance a player's entitlement to refunds, with the player's responsibility to consider the Club's interests.

Sunbury United FC needs your fees to operate and remain financially viable. Your fees are the major source of income for our club. Your fees enable the club to provide you with the playing and training facilities, playing and training equipment, coaching, affiliation fees, referee fees, insurances, trophies and all the other extras that go towards making our club the friendly and family orientated place that it is.

Membership or other payments

Membership fees as standard are paid in 2 instalments:

1. Membership deposit payment required to secure the membership offer
2. Membership balance payment finalising the balance of membership fees

These can be paid through the following means:

- Through the club website
- In person at the club to a sanctioned club official via credit card or cash

Paying in Fee instalments

Fees can be paid in instalments in an agreed payment plan with the club treasurer in writing. Such plans will only be provided to members in extenuating circumstances. Any member in need to pay fees in instalments should contact the club at sunburyunitedfc@hotmail.com

Special Circumstances

Any member in need of assistance to pay fees should contact the club at sunburyunitedfc@hotmail.com

Club Officials

Club officials such as committee members, coaches or other club volunteers may be eligible for full or part fee waiving.

Refunds

On occasions a club member may leave our club or stop playing football and seek to have registration fees refunded. Accordingly, the club has adopted this refund policy.

SITUATIONS WHERE REFUNDS APPLY:

- Injury or illness
- Transfer to another city
- Child player changes their mind (First year players, Miniroos to U8 only)
- Club is unable to place player in a team

Injury or illness

Where a player is forced to cease playing as a consequence of injury from soccer or any other cause, or as a result of illness, prior to two thirds of the fixture rounds, a pro-rata refund will be paid.

A request for a refund must be made in writing to the Secretary and must be accompanied by advice from a medical practitioner regarding the player's inability to play soccer.

Where a soccer injury claim has been submitted to the QCSA, the individual player's insurance premium will also be deducted from the refund.

Players who are granted a refund consequent to injury or illness will not under any circumstances be re-registered during the course of the same season.

Transfers to another city

Where an adult player or the custodial parent of a younger player is transferred in their employment to another city, prior to the mid-point of the fixture rounds, a pro-rata refund will be made.

Club is unable to place a player in a team

Where the club has accepted part or full registration fees from a prospective player and is then unable to place that player in a team, a full refund will be made of all money paid by/for the player.

SITUATIONS WHERE REFUNDS DO NOT APPLY:

- Voluntary withdrawal
- The player's registration is withdrawn by Club for breaches of Code of Behaviour or other reason.
- Withdrawals after two thirds of fixtures for any reason.

Voluntary withdrawal

Where the club accepts full or part payment from a player and that player consequently withdraws from the club on a voluntary basis not encompassed by Clause 3 of this policy, no refunds will be paid.

Withdrawal in the following situations constitute voluntary withdrawal:

- (a) Player disagreement with another player/players
- (b) Player disagreement with a team official or club official/officials
- (c) Disagreement between parents of youth players in the same team
- (d) Disagreement between parents of youth players and team or club officials

4.3 Withdrawal after two thirds of fixtures for any reason. Where a player withdraws from the Club after the two-thirds of the fixture rounds for any reason including injury or illness, no refunds will be paid.

PROCEDURE FOR REFUNDS

Where a refund is sought, the Club Secretary must be contacted in writing or by email outlining the circumstances and enclosing/attaching any relevant documentation.

Applications for refunds will be referred by the Secretary to the Treasurer.

RIGHT OF APPEAL

Where an adult player or parent of a youth player applies for a refund and is not successful, they may appeal to the Club Secretary within 14 days from receipt of negative advice, in writing or by email.

Membership Fees

In the event of a refund of registration fees being sought the following principles will apply.

1. Generally any costs incurred by the club will not be refunded.
2. Before January 31 on the calendar year, members will be refunded 60% of membership fees or as determined by the club.

3. Before Round 1, members will be refunded 50% of membership fees or as determined by the club.
4. Between Round 2 & Round 5, members will be refunded 25% of membership fees or as determined by the club.
5. After Round 5 no refund will be provided unless the relevant committee director determines that a portion of fees can be refunded due to extenuating circumstances.
6. Refund requests caused by exceptional circumstances (e.g. serious illness or injury, relocating of parent/s etc.) may be considered by the Club committee on an individual basis.
7. Where a player's registration is withdrawn by the Club for breaches of the Sunbury United FC Codes of Behaviour or any FFV or FFA Code of Behaviour, no refund, regardless of other circumstances will be paid.
8. Registrations are not transferable between players.

Any request for refund of fees must be sent to the club in writing to sunburyunitedfc@hotmail.com and be forwarded for the attention of the Club Secretary by e-mail.

The Club Secretary and at least one other committee office bearer will evaluate the request and decide on the outcome.

Deposits

In the event of a deposit being placed with the club to hold a membership or academy position, no refund will be provided if the player decides not to participate under any circumstances.