



Blacktown & Districts Soccer Football Association Incorporated

Refund Policy

1. Purpose

The purpose of this policy is to outline refund terms on request.

2. Scope

This policy applies to all Clubs, Players, Members & Employees of the BDSFA.

3. General

Clubs must advertise their refund policies on their websites. It is the responsibility of all clubs to process all registrations and refunds in a timely manner. Clubs must refund money to players leaving their club on the following criteria:

- a) All invoicing is based on information provided from the BDSFA Competition and Registration Management System as well as the National Registration System.
- b) The BDSFA is only entitled to refund the BDSFA portion of a registration fee. Applications for refunds of club, Football NSW or Football Australia portions of the refund fee are bound by those parties refund policies.
- c) Clubs will be invoiced based on the players registered club as of 30 June in the year of competition

4. Eligibility for Refund of BDSFA Fees

- a) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), the BDSFA is only required to refund registration fees or parts thereof to Amateur Players where:
 - i. the Amateur Player has not participated in any official fixtures, or otherwise appeared on a match record for their club; and
 - ii. either
 - a. the Registration Status of the Amateur Player has been made "Cancelled" or "Declined" in the National Online Registration System in accordance with the National Registration, Status and Transfer Regulations; or
 - b. the Registration Status of the Amateur Player has been made "Registered" in the National Online Registration System in accordance with the National Registration, Status and Transfer Regulations; and
 - c. the Amateur Player or their Club has applied for de-registration via the National Online Registration System in accordance with the:
 - (1) National Registration, Status and Transfer Regulations; and
 - (2) Registration/De-Registration Periods notified by the BDSFA.

and the Member's deregistration is completed and approved before the first round of the applicable competition;



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- iii. In its absolute discretion, the BDSFA may deem exceptional circumstances under Clause 12(e) of the National Registration, Status and Transfer Regulations and determine that a proportionate refund of registration fees is appropriate if certain no fault circumstances on de-registration are present.

Registration Status	What it means			
	Players' action	Indicated Payment Status	Club's Action	Eligible for Refund
Cancelled	Player applies to register, but cancels application to register before the club approves	Paid	N/A – Player cancels application to register before Club can approve or decline their application	Yes, they were never approved to play
Declined	Player has applied to register	Paid	Club declines player's application to register	Yes, they were never approved to play
Deregistered	Player has either applied to deregister or agreed to the club's request to deregister the player	Paid	The club has either applied to deregister the player or agreed to the player's request to deregister	Yes, but only if the deregistration is completed in accordance with the National Registration, Status and Transfer Regulations and Registration/De-Registration Periods notified by BDSFA.

5. Composition of Refund

- a) The respective football bodies charging each component of the Registration Fee Product (i.e. Football Australia National Registration Fee (NRF), Football NSW Registration Fee, Association Fee and Club Fee) are responsible for refunding their own component of the Registration Fee Product in accordance with their statutory requirements (e.g. state and/or federal consumer protection legislation) and advised Refund Policy.
- b) The BDSFA is the only party authorised to approve the refund of BDSFA Fees.



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6. Procedure for Recovery of a Refund

- a) Once an Amateur Player applies for a refund in the National Online Registration System, BDSFA will be prompted to consider the refund application in accordance with this Refund Policy.
- b) BDSFA will assess the application and may choose to approve a refund in whole or in part or otherwise refuse an application in accordance with this Refund Policy. The decision of BDSFA is final and conclusive and cannot be the subject of appeal.

7. Payment of Refund

- a) Once each of the respective football bodies that has received a disbursement of their component of the Registration Fee Product has assessed any refund request in respect of their component, Football Australia will:
 - i. Refund the total approved refund amount of each component of the Registration Fee Product to the Amateur Player; and
 - ii. notify the Amateur Player of the total approved refund amount from each component of the Registration Fee Product.
- b) Refunds will be paid directly to the credit or EFTPOS card from which the original payment was made.

8. Recovery of Refunds

- a) As the merchant, Football Australia pays all refunds and will recover the funds from the respective football bodies.

9. Members Leaving a Club to Re-Register with Another Football Club

Members leaving a club *after round 1* shall follow the following procedure:

- There shall be no transfer of funds between clubs and all refunds to the players shall be based on paragraph 3.
- If a player is re-registering to another BDSFA club the BDSFA component of the fee is the responsibility of the second club. The first club must refund the BDSFA fee along with the club portion of the refund.
- Original clubs are entitled to minus administrative and uniform costs from the club portion of the fee prior to a refund
- Original clubs are to refund all other funds based (e.g. referee fees) on a pro-rata basis as 18 rounds being 100% of the season.
- Funds may only be refunded to players upon proof of re-registering into a new club.

10. Active Kids Vouchers

The Active Kids Vouchers cannot be refunded to the player as cash. Claimed Active Kids Voucher funds may be used by the original club funds transfer in the case of a player leaving the original club and re-registering with a new club.



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Players who leave their club prior to round 1 who has used an Active Kids Voucher to play in another association or sporting code may have their active kids voucher transferred to the new club upon invoice and written proof of registration into that new club is provided.

Players leaving their club after round 1 who has used an Active Kids Voucher to play in another association or sporting code forfeit their Active Kids Voucher funds.