



National Registration Fee Refund Policy

Applicable from 1 December 2024

1. INTRODUCTION

This Policy sets out Football Australia Limited's (**FA's**) policy in relation to refunds of the national registration fees to Participants who register to participate in football, and subsequently de-register, in accordance with the National Registration, Status and Transfer Regulations (**NRSTRs**). This Policy also applies when a Participant seeks to register and pays registration fees, but is not yet made "Active" in the National Online Registration System (known as **PlayFootball**) and subsequently has their registration request declined or cancelled. Finally, this Policy also describes the process for Participants to request refunds of other registration fees that have been paid through PlayFootball.

Capitalised words have the same meaning given to them in the NRSTRs or (if not defined in the NRSTRs) the PlayFootball Participant Agreement, unless the context requires otherwise.

Under article 6.15 of the NRSTRs, Players may be charged a reasonable fee to register to play football by their Club. This Club registration fee includes fees, levies and charges imposed by the Club, Competition Administrators, its District Association and/or Member Federation (**Football Entities**) as well as the national registration fee (**NRF**) payable to FA (together the **Registration Fees**). The NRF may also be payable by other Participants.

FA recognises that there may be circumstances where a Participant de-registers (or has their registration application declined in PlayFootball) and they may wish to seek a refund of their Registration Fees (or a part of them).

This Policy sets out the eligibility criteria applied when FA considers an application for a refund of the NRF component of registration fees and the process to be undertaken when applying for a refund of the NRF and other Registration Fees paid through PlayFootball. It also provides guiding principles for other Football Entities to consider when assessing refund requests related to Registration Fees in accordance with their respective policies. This is aimed at promoting consistency in approach within football, where possible.

2. OBJECTIVES

The objectives of this Policy are to:

- (a) clarify the circumstances when a refund of the NRF may be applicable following the de-registration (or declining of registration) of a Participant;
- (b) promote consistency of refund policies implemented by football bodies in relation to the fees, levies and other charges that apply for registration of a Participant;
- (c) maintain a simple process for Participants to seek and receive any refund on Registration Fees (not limited to the NRF) that have been paid through PlayFootball; and
- (d) promote a fair and reasonable approach (for all parties) to requests for a refund of Registration Fees, which complies with relevant consumer protection laws.

3. ELIGIBILITY FOR REFUNDS

3.1 National Registration Fee (NRF) component

- (a) A refund of the NRF component of a Participant's Registration Fees will only be provided:
 - (i) if exceptional circumstances exist which warrant a refund;
 - (ii) where a Player changes Clubs during a Season and pays the NRF again as part of their Registration Fees for the subsequent Club;
 - (iii) where a Participant has not yet been made "Active" in PlayFootball and has not participated in organised football activities; or
 - (iv) as required by law, such as in accordance with state and/or federal consumer protection legislation.
- (b) In the interests of creating greater efficiency and consistency in application, FA may (without further inquiry) rely on the evidence obtained, views and decision made by the relevant Member Federation when determining a refund of the NRF.
- (c) For the purpose of paragraph 3.1(a)(i) above, "exceptional circumstances" are to be determined in FA's discretion. However, by way of guidance:
 - (i) an example of exceptional circumstances may include a situation where a Club has been unable to accommodate a Player due to limited availability (e.g. not enough Players to form a team) and they are therefore required to de-register or decline the application for registration and the Player has not participated in football and is unable to find another suitable Club. In this case, it may be reasonable to expect a refund of the NRF as football has not been able to provide the Player with an opportunity to participate despite the Player being ready, willing and able to;
 - (ii) it is unlikely that a refund of the NRF will be provided if a Participant has participated in an organised football activity (including training and/or any Match);
 - (iii) an injury which prevents the Participant from participating in football is generally not considered exceptional circumstances; and
 - (iv) if the Participant has made, or intends to make, an insurance claim under the relevant insurance policy administered by the Member Federation, they may not be eligible for any refund of the NRF.
- (d) Refunds are subject to the following exceptions and conditions:
 - (i) a proportionate refund may be approved in appropriate circumstances; and
 - (ii) refunds may incur an appropriate administration fee, unless the refund is required by law.
- (e) FA's decision on an application for a refund of the NRF is final and binding and not subject to review or appeal, unless a Participant is entitled to a refund at law.

3.2 Other Registration Fee components

- (a) Refunds of any Registration Fees applied in relation to a Participant's registration are a matter to be determined by the relevant body imposing the Registration Fee. Accordingly, FA is not responsible for determining a refund of a Registration Fee imposed by a Football Entity.
- (b) FA encourages Football Entities to consider the principles set out in this Policy when making any determination for a refund, however these bodies are responsible for determining in accordance with their respective policies whether they will provide a refund for their Registration Fees.
- (c) Football Entities should provide clear written policies in relation to eligibility for a refund of their Registration Fees.
- (d) FA encourages Football Entities to treat Participants fairly when considering applications for refunds and other remedies such as credit notes and vouchers. Participants should also be mindful that Clubs and governing bodies incur significant costs in preparing for a Participant's participation in football (including costs of uniforms, equipment, facilities, staff wages, registration and competition management software platforms and insurance, to name a few). Refunds of Registration Fees may have a significant impact for Football Entities and their ability to service the football community.

4. PROCEDURE FOR APPLYING FOR A REFUND

- (a) A Participant requesting a refund of Registration Fees that have been paid through PlayFootball must follow the steps available to them within PlayFootball to request the refund. This includes any request for a refund of any or all Registration Fees, including the NRF, as well as a refund of the fees, levies and charges imposed by a Football Entity. Refund requests of Registration Fees paid through PlayFootball should not be made directly to these other bodies. FA will pass the refund request to these bodies, for them to consider and determine in accordance with their own refund policies. A Participant should, as part of the request for a refund made via PlayFootball, provide all appropriate information and evidence they wish to have considered by Football Australia and each of these bodies in support of their request.
- (b) Where a Participant pays all or part of a Registration Fee outside of PlayFootball directly to a Football Entity, the Participant must request a refund in respect of that amount directly from that entity, and not via PlayFootball.
- (c) Where a Football Entity has paid the NRF on a Participant's behalf, then that Football Entity (and not the Participant) may make a request for a refund of the NRF. This request must be made through PlayFootball by that Football Entity.
- (d) FA will consider and determine any refund request made through PlayFootball as it relates to the NRF, as described in paragraph 3.1 above.
- (e) Football Entities who receive a refund request made through PlayFootball must review and determine any request for a refund of Registration Fees within a

reasonable time of receiving the request, subject to any requirement to obtain further information regarding the application, any high-volume request periods and/or any appropriate administrative processes.

- (f) For refund requests made through PlayFootball:
 - (i) decisions in relation to a refund request will be communicated to the Participant via PlayFootball; and
 - (ii) where a refund is approved, it will be paid to the Participant in accordance with the PlayFootball Participant Agreement.

5. AMENDMENTS

FA may update or modify this Policy from time to time by publishing a new version of the Policy on the FA website (www.footballaustralia.com.au). FA will indicate changes by updating the date of this Policy.