



FOOTBALL  
**QUEENSLAND**

# **Refunds & Reimbursements**

## **2021 Player FAQ's**

## FREQUENTLY ASKED QUESTIONS FOR PLAYERS

### Application for Refund of Governing Body Fees

This policy is in relation to the process where a Club, on behalf of an Amateur Player not wishing to continue playing football during a Season, applies to Football Queensland for a determination on the eligibility of a refund of Governing Body Fees.

Whilst Clubs are free to make refunds associated with services or products they provide to Amateur Players not wishing to continue playing football during a Season, Clubs or any party are not permitted to refund any fees (registration or otherwise) associated with Governing Body to Amateur Players without first following the Procedure for Recovery of a Refund and before receiving a determination of eligibility for a refund of Governing Body Fees.

Payment of a refund of Governing Body Fees by a Club to an Amateur Player before completing this process is no guarantee of an approved refund back to the Club or any party of the Governing Body Fees when refunded to the Amateur Player.

**Changing Clubs – Refunds and Reimbursements** (please refer to the Policy for more information)

1. Can I change clubs during the season?

Yes - A player can register for no more than 3 Clubs in each form ( e.g. Outdoor/Social/NPL/Futsal ) of the game during one Season (i.e. leaving one Club and registering with an alternative Club). During this time, the Player can only play in Matches for 2 Clubs in each form of the game.

2. How do I change clubs if I am active in PlayFootball?

As a player you need to log in to your [Football Account](#). Select the player and then choose Manage my Registrations \ Activity \ Registrations \ Click **De-register**. This must be accepted and approved by the Club and the Zone. If the Club does not process the application it will by default be approved by the Zone after 7 days. You are then free to register at the new club. You may also request that the club you are leaving initiates this request.

3. How do I change clubs if I am Awaiting Approval/Payment in PlayFootball?

The club you are leaving needs to Decline/Reject your registration and then you can register at the new club.

4. Why do I have to pay the new club in full before the old club will reimburse me?

This is to ensure that you have paid the Governing Body and Insurance fees once for each season and for each form of the game. It is also to allow the club you are leaving to deduct any applicable fees for the time you have been at that club.

Once you have paid the NEW club and given evidence of this to the OLD club then the OLD club can provide a refund.

NOTE – if you apply for a refund as if you are LEAVING the game altogether - it is a different process – see below “Leaving Football” below.

5. I am changing clubs but I paid online – do you refund my credit card?

No – the club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

6. I am changing clubs and paid the club direct – how do I get my refund?

The club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

**Leaving Football – Refunds and Reimbursements** (please refer to the Policy for more information)

1. I want to leave the club and want a refund – I **paid online** on PlayFootball

To be eligible for a refund you must:

- be ACTIVE in PlayFootball and
- the Amateur Player has not participated in any form of training session (pre-season or in-season), team trials (formal or informal), player grading or selection processes, pre-season matches, practice matches, official fixtures, match or otherwise appeared on a match record for his or her club;

If **any of the above criteria is NOT met** then you are not eligible for a refund.

If you fulfil the above criteria then as a player you need to log in to your [Football Account](#).

Select the player and then choose Manage my Registrations \ Activity \ Registrations \ ClickDe-register. This must be accepted and approved by the Club and the Zone. If the Club does not process the application it will by default be approved by the Zone after 7 days.

The Club representative is required to seek a determination that a refund is approved.

- please allow 30 business days.
- note that no refund is approved until a determination has been provided by Football Queensland to the club.
- We will email you, the Zone and the club to confirm the outcome.
- once this has been approved the club will initiate the refund.

2. I want to leave the club and want a refund – I **paid the club directly**

To be eligible for a refund you must:

- be ACTIVE in PlayFootball and
- the Amateur Player has not participated in any form of training session (pre-season or in-season), team trials (formal or informal), player grading or selection processes, pre-season matches, practice matches, official fixtures, match or otherwise appeared on a match record for his or her club;

If **any of the above criteria is NOT met** then you are not eligible for a refund.

If you fulfil the above criteria then you as a player you need to log in to your [Football Account](#).

Select the player and then choose Manage my Registrations \ Activity \ Registrations \ Click De-register. This must be accepted and approved by the Club and the Zone. If the Club does not process the application it will by default be approved by the Zone after 7 days.

The Club representative is required to seek a determination that a refund is approved.

- please allow 30 business days.
- note that no refund is approved until a determination has been provided by Football Queensland to the club.
- We will email you, the Zone and the club to confirm the outcome.
- once this has been approved the club will initiate the refund.

3. I want to leave the club and I want a refund – I **paid the club online** but I am **not ACTIVE** in PlayFootball

The Club will need to DECLINE/REJECT your registration and then they can refund you according to the FQ refund policy guidelines. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

4. I want to leave the club and want a refund – I **paid the club directly** but I am **not ACTIVE** in PlayFootball

The Club will need to DECLINE/REJECT your registration and then they can refund you the funds you paid to the club according to the FQ refund policy guidelines.