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# **POLICY FOR REFUNDING GOVERNING BODY FEES**

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# 1. Purpose

This Policy sets out eligibility framework for refunds relating to Football Queensland's Governing Body Fees.

Governing Body Fees are collected by Football Queensland and payable annually by each participant across the state to gain access to Football Queensland sanctioned activity that includes participation programs, education, competitions, events, carnivals, training and other football activities.

This Policy operates across the registration and competition environment involving PlayFootball (registration system) and Football Queensland's competition management system, Squadi.

# 2. Scope

This Policy applies to Governing Body Fees collected for:

- Competitions and programs administered by Football Queensland
- Affiliated clubs and associations
- Registered participants participating in football activities under the jurisdiction of Football Queensland

This Policy does not apply to:

- National Registration Fees (NRF) collected by Football Australia
- Fees charged by clubs
- Transaction or payment processing fees

# 3. Definitions

## 3.1 Governing Body Fees

Fees collected to support participant access to football in Queensland, including.

- Fixture creation and scheduling
- Grading and team allocation
- Referee administration and appointments
- Competition system operations and compliance
- Regulatory administration and governance
- Statewide disciplinary and integrity functions
- Access to the National Insurance Scheme (NIS)

## **3.2 Sanctioned Football Activity**

Any officially organised football activity including:

- Training sessions
- Trials of any format
- Grading sessions
- Competition matches
- Any other officially sanctioned football program or event

## **3.3 Participation Commencement**

A participant is deemed to have commenced participation upon engagement in any Sanctioned Football Activity, including but not limited to, attendance at training, trials, grading sessions, or matches (pre-season or otherwise).

## **4. Refund Principles**

- Football Queensland Governing Body Fees are not automatically refundable.
- Refund eligibility is strictly determined by whether participation has commenced as defined in clause 3.2 and 3.3.
- No partial or pro-rata refunds apply under any circumstances.
- Once participation has commenced under clause 3.3, Governing Body Fees are non-refundable.
- Applications for refunds must be received within 6 months of registration

## **5. Refund Eligibility Rule**

- Governing Body Fees are only eligible for refund where the participant has not commenced participation in any Sanctioned Football Activity as defined in clause 3.2
- Once participation has commenced, fees are not refundable under any circumstances, except as outlined in Section 6.

## **6. Exceptional Circumstances**

Under exceptional circumstances a refund may be approved at the discretion of Football Queensland where participation has not commenced and one of the following applies:

- Administrative or system error
- Duplicate registration on enrolment

All requests may require supporting documentation.

Approval under this section is discretionary and Football Queensland's decision is final.

## **7. Non-Refundable Components**

The following are always non-refundable.

- Transaction and payment processing fees
- Governing Body Fees once participation has commenced

## **8. Administration and Records**

- Registration and deregistration are managed through PlayFootball.
- Competition access, including enrolment and withdrawals, is managed through Squadi.
- Refund eligibility is determined based on the club's assessment and system records confirming whether participation has commenced.
- National Registration Fee (NRF) refunds are governed by Football Australia policies and processed via PlayFootball.

## **9. Related Documents**

- National Registrations Status & Transfer Regulations (NRSTRs)
- PlayFootball Terms and Conditions
- Football Queensland Rules of Competition/s
- Club Affiliation Agreements