

REFUND POLICY - PLAYER REGISTRATION (FOOTBALL CANTERBURY)

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SECTION 1: INTRODUCTION

1. Introduction

- a) The National Online Registration System manages the registration of participants, and the collection and disbursement of registration fees to various bodies.
- b) This Policy is intended to apply in the circumstances where an Amateur Player not wishing to continue playing football during a Season, applies to Football Canterbury for a refund of Football Canterbury Fees.
- c) Whilst Football Australia, Football NSW and Clubs are free to make refunds of their respective fees (or portion of fees) paid by the Amateur Player as a single lump sum upon registration which is associated with services or products they provide to Amateur Players not wishing to continue playing football during a Season, no party other than Football Canterbury is permitted to refund any fees (registration or otherwise) that belongs to and is attributable to Football Canterbury to Amateur Players without the prior approval of Football Canterbury, and they may not be reimbursed for the sum refunded.
- d) The Football Canterbury terms and conditions of registration for an Amateur Player include the following text:

I acknowledge and agree that the liability for the payment of, or the entitlement to a refund of (as the case may be) my registration fee will be determined in accordance with the club, Association and/or Branch's (as the case may be):

- i. refund policy;*
- ii. Play Football terms and conditions; and/or*
- iii. written agreement with me;*

I acknowledge that if I leave my club at any time after completing my registration via Play Football, the club, Association and/or Branch (as the case may be) is and remains liable to Football Canterbury for the payment of the Football Canterbury, component of their registration fee unless one of the following conditions is satisfied:

- i. I cancel my application to register before it is actioned by the club;*
- ii. My application to register is declined by the club;*
- iii. I have not yet played a game for the club and my deregistration is completed and approved before the first round of the applicable competition; or*
- iv. Football Canterbury determines, in its absolute discretion, that exceptional circumstances apply;*

2. Scope and Application

- a) This Refund Policy applies only to Players designated as Amateur under the National Registration, Status and Transfer Regulations of Football Australia.
- b) This Refund Policy does not apply to Players changing clubs during a Season.
- c) For the purposes of this Refund Policy, the total fee paid by an Amateur Player for the full Registration Fee Product is assumed to be comprised of any or all of the following components:
 - i. Football Australia National Registration Fee (NRF);
 - ii. Football NSW Registration Fee;
 - iii. Football Canterbury Fee: Association Fee;
 - iv. Club Fee.
- d) This Refund Policy only applies to fees collected and disbursed through the National Online Registration System.

3. Intended audience

- a) This Refund Policy is intended to inform Amateur Players and Clubs as to the relevant circumstances when a Football Canterbury fee will be able to be the subject of a valid refund.

4. Date of effect and review

- a) This Refund Policy is effective from the start of 2026 and will remain effective unless and until it is reviewed or withdrawn by Football Canterbury.
- b) This Refund Policy will be reviewed annually.

SECTION 2: FOOTBALL CANTERBURY FEE REFUNDS

1. Eligibility for Refund of Football Canterbury Fees

- a) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Football Canterbury 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 his or her 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:
 - i. National Registration, Status and Transfer Regulations; and
 - ii. Registration/De-Registration Periods notified by Football Canterbury.and the Member's deregistration is completed and approved before the first round of the applicable competition;
 - iii. ***The Player has not lodged a claim under the Football NSW Insurance Program;***
 - iv. The Player acknowledges and agrees that if their Football Canterbury Registration Fee is refunded, they are ineligible to claim against under the Football NSW Insurance Program for any injury suffered prior to the payment of the refund, and;
 - v. In its absolute discretion, Football Canterbury 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			
	Player's 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 Football Canterbury.

2. Composition of Refund

- The respective football bodies charging each component of the Registration Fee Product (i.e. Football Australia National Registration Fee (NRF), Football NSW Registration Fee, Football Canterbury 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.
- Football Canterbury is the only body authorised to approve the refund of Football Canterbury Fees.

3. Procedure for Recovery of a Refund

- Once an Amateur Player applies for a refund in the National Online Registration System, Football Canterbury will be prompted to consider the refund application in accordance with this Refund Policy.
- Football Canterbury 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 Football Canterbury is final and conclusive and cannot be the subject of appeal.

4. Payment of Refund

- 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.

5. Recovery of Refunds

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

SCHEDULE 1: DEFINITIONS

“Association” means an Association Zone or a regional association affiliated to a Branch Zone that is a member of a Member Federation as defined in the National Registration, Status and Transfer Regulations.

“By-Laws” means the by-laws of Football NSW as amended from time to time.

“Club” means any entity, team or group of individuals registered with FA, Football NSW and/or Football Canterbury or admitted to participate in a Competition.

“Competition Administrator” means Football Canterbury or the entity endorsed by Football Canterbury to administer and conduct a Competition, including enforcement of its rules and regulations, and/or its delegate.

“Constitution” means the constitution of Football Canterbury as amended from time to time.

“FA” means Football Australia Limited, the governing body for football (soccer) in Australia.

“FIFA” means Federation Internationale de Football Association, its successor or assignee.

“Fixture” means a meeting of two (2) Clubs as scheduled in all grades applicable.

“Football NSW” means Football NSW Limited ACN 003 215 923 which is the governing body for football (including Futsal) in the State.

“FC” means Football Canterbury INC

“Football Canterbury Fees” means the Football Canterbury Registration Fee.

“Match” means any match played in the Football Canterbury Competition, a Football NSW Competition, Cup, Premiership, other event or tournament under Football Canterbury and/or Football NSW’s control.

“Official” means a Club Official, Match Official or Team Official.

“Participant” means a Player, Official or Spectator.

“Player” means any person who participates in a Match (irrespective of whether he or she is registered with FA, junior or senior or an amateur or professional).

“Season” means from the commencement of the Competition to the conclusion of the Competition unless otherwise directed by the Competition Administrator.

“Spectator” means a person who attends a Match.

“State” means the state of New South Wales with the exception of the northern regions of NSW which are identified by FA as “Northern NSW”.

“Team” means an any team registered with FA, Football NSW and/or Football Canterbury or any team admitted by the Competition Administrator to participate in the Competition.

“Team Official” means any person involved with the management, preparation or participation of a Team (whether paid or unpaid), including the coaches, managers, medical staff, other support staff or any other person acting for or on behalf of a Team.

POLICY ADOPTED

- Board Meeting 02-2026
- 8 December 2025