



# Refund Policy

**West Pymble Football Club**

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# 1 PURPOSE

This policy outlines the process and conditions under which registration and program fees may be refunded to players who withdraw from participation in West Pymble Football Club (WPFC) activities.

The objective of this policy is to ensure a fair, transparent, and consistent approach to refunds while recognising the financial commitments made by the Club on behalf of each registered player.

# 2 SCOPE

This policy applies to all players, parents/guardians, and members of West Pymble Football Club participating in:

- Community football teams
- Selective team programs (JDL, Super League, Diamond League)
- Club-organised football activities and competitions

# 3 GENERAL REFUND POLICY – REGISTRATION FEES

## 3.1 GENERAL POSITION

Registration with WPFC represents a commitment to participate for the full season.

Once a player is registered and allocated to a team, the Club incurs fixed costs on behalf of that player, including affiliation fees, insurance, competition costs, and team allocation expenses.

As a result, refunds for general withdrawal are limited and assessed under the conditions below.

## 3.2 ELIGIBILITY FOR GENERAL REFUNDS

A player may be considered for a partial refund where they withdraw from the Club:

- Prior to the start of the season; and
- Before team allocation is finalised

All refund requests are assessed **case-by-case at the discretion of the WPFC Committee** and could include example below.

- **Season-ending injury** sustained after registration and preventing further participation
- **Chronic or serious illness diagnosed** after registration that prevents participation for a significant portion of the season
- **Child relocating with parent** (and see below)
- **Death in the immediate family causing** withdrawal from non-essential activities
- **Financial hardship** (circumstances considered individually)
- **Club cancels or significantly curtails the competition** e.g. WPFC withdraws a team, or the association cancels an age group (this is more a club liability than a voluntary withdrawal)

- **Medical advice to cease sport** by a specialist; broader than injury, covering conditions like cardiac issues or issues that require ongoing medical intervention identified during the season
- **Duplicate or erroneous registration** — administrative error resulting in double payment

### 3.3 NON-REFUNDABLE CIRCUMSTANCES

Refunds will **not** be provided for withdrawals due to (examples below for reference and is not exhaustive):

- Change of mind after registration
- Travel commitments or holidays
- Selection outcomes (e.g. grading or team placement dissatisfaction)
- Personal scheduling conflicts or clashes with other sports or activities
- Withdrawal after teams have been finalised or after the season has commenced
- Movement overseas, inter or intra state with work or college (except in the case of children associated with a parent's move)
- Failure to attend training sessions or games where no formal withdrawal has occurred
- Suspension or expulsion resulting from disciplinary action by the club or association
- Dissatisfaction with coaching staff, training methods, or club decisions
- Weather-related disruption, ground closures, or a reduced season
- Injury or medical condition that was pre-existing and known at the time of registration
- Player subsequently found ineligible due to age, residency, or association rules where the relevant criteria were known at registration
- Withdrawal due to social or interpersonal conflicts with other players or families
- Co-withdrawal - Sibling or family registrations — each registration is assessed individually

These scenarios represent voluntary withdrawal and do not qualify for a refund.

### 3.4 REGISTRATION FEE STRUCTURE

- A significant portion of each registration fee is payable to **Football NSW, Football Australia, and the Northern Suburbs Football Association (NSFA)** and are subject to the association specific refund policies.
- Only the **component of the registration fee retained by WPFC** is eligible for refund consideration by WPFC.

### 3.5 REFUND AMOUNT

Where a refund is approved:

- **Prior to team allocation:** up to **100% of the club component** of the registration fee may be refunded at the discretion of the Committee
- **After team allocation or season commencement:** no refund applies

A **\$20 administration fee** will be deducted from any approved refund unless otherwise determined by the Committee.

### 3.6 APPLICATION PROCESS

- A written request must be submitted to the Club Secretary outlining the reason for withdrawal
- Requests must be submitted within 14 days of registration or prior to team allocation (whichever occurs first)
- The WPFC Committee will review requests and notify the applicant of the outcome within 14 days of the next Committee meeting

### 3.7 EXCLUSIONS (GENERAL)

Refunds do not cover:

- Uniforms or merchandise
- Training gear or equipment
- Any third-party service fees or payment processing charges

## 4 SELECTIVE TEAM PROGRAM FEES (JDL, SUPER LEAGUE & DIAMOND LEAGUE)

### 4.1 PURPOSE

This section outlines the structure, application, and refund position relating to additional fees payable by players selected into WPFC selective team programs.

### 4.2 POLICY STATEMENT

Selective team programs include additional coaching, training, and development beyond standard community teams.

Accordingly, additional program fees apply and are separate from the standard WPFC registration fee paid via Play Football.

### 4.3 FEE STRUCTURE

Players selected into JDL, Super League, or Diamond League teams are required to pay Selective Team Program Fees in addition to their standard registration fee.

These fees contribute to, but are not limited to:

- Professional coaching and technical director support

- Additional training sessions and skills development programs
- Program administration and delivery costs
- Equipment and resources specific to selective programs

#### **4.4 COMMUNICATION OF FEES**

Selective team fees are communicated in writing directly to parents/guardians of players offered positions and will include:

- Total program fee
- Payment schedule (if applicable)

Acceptance of a selective team position constitutes acceptance of all associated program fees and payment obligations.

#### **4.5 REFUND POLICY – SELECTIVE TEAM FEES**

Selective Team Program Fees are **strictly non-refundable**.

Once a player has accepted a position and the program is confirmed, the Club commits to coaching resources, program costs, and squad planning.

- No refunds will be provided for:
  - Withdrawal from the program
  - Change of mind
  - Travel or personal commitments
  - Selection or playing time concerns
  - Injury (registration refunds are addressed separately under Section 5)

Any request for a refund outside of this policy will only be considered under **Section 6 – Exceptional Circumstances**.

#### **4.6 NON-TRANSFERABILITY**

Selective team fees:

- Cannot be transferred to another player
- Cannot be credited toward future seasons
- Cannot be applied against other Club fees or merchandise

## **5 REFUND POLICY FOR REGISTRATION FEES DUE TO INJURY**

### **5.1 PURPOSE**

This section outlines the conditions under which registration fees may be refunded where a player is unable to participate due to injury.

### **5.2 ELIGIBILITY**

A player may be eligible for a refund where:

- A significant injury prevents participation for the remainder of the season
- The injury occurs after registration and before the halfway point of the season
- A medical certificate from a qualified health professional is provided

### 5.3 REGISTRATION FEE STRUCTURE

Only the club component of the registration fee retained by WPFC is eligible for refund.

Over 70% of registration fees are paid to Football NSW, Football Australia and NSFA and are not refundable once processed.

### 5.4 REFUND AMOUNT

- Injury before the first official game → up to **100% of the club component**
- Injury after first game but before halfway → up to **50% of the club component**
- Injury after halfway → **no refund applies**

A **\$20 administration fee** will be deducted from all approved refunds unless otherwise determined by the Committee.

### 5.5 APPLICATION PROCESS

1. Submit a written request to the Club Secretary
2. Include a supporting medical certificate
3. Submit within 14 days of the injury
4. The Committee will review and advise outcome within 14 days of the next meeting

### 5.6 EXCLUSIONS (INJURY)

Refunds are not available for:

- Injuries occurring prior to registration
- Temporary injuries where the player is expected to return later in the season
- Uniforms, merchandise, or equipment

## 6 EXCEPTIONAL CIRCUMSTANCES – DISCRETIONARY REFUNDS

### 6.1 PURPOSE

WPFC recognises that genuine and unforeseen circumstances may arise that warrant compassionate consideration outside standard policy rules.

### 6.2 COMMITTEE DISCRETION

The WPFC Committee may, at its sole discretion, approve a partial or full refund of club-related fees where:

- Circumstances are unforeseeable, unavoidable, and beyond the control of the player or family

- The request is made promptly and in good faith
- Approval would not materially disadvantage the Club or its members

All decisions are final and made on a case-by-case basis.

## 6.3 EXAMPLES OF EXCEPTIONAL CIRCUMSTANCES

Examples may include:

- Serious family hardship or compassionate circumstances
- Significant medical conditions not covered under injury policy
- Relocation due to employment or family circumstances
- Other circumstances deemed exceptional by the Committee

These examples do not guarantee approval.

## 6.4 EXCLUSIONS

The following will **not generally** be considered exceptional circumstances:

- Change of mind
- Holidays or travel commitments
- Dissatisfaction with team placement or playing time
- Conflicts with other sports or activities
- Withdrawal after season commencement without compelling justification

## 6.5 REFUND BASIS

Where approved:

- Only the club component of fees may be refunded
- External fees are not refundable once paid
- A \$20 administration fee may be deducted
- Refunds will be calculated on a pro-rata or equitable basis

## 6.6 FINAL DETERMINATION

All decisions:

- Are made at the discretion of the WPFC Committee
- Are final and not subject to appeal

## 7 CONTACT

All refund requests and enquiries should be directed to:

[secretary@wpfc.com.au](mailto:secretary@wpfc.com.au)

## 8 REVIEW

This policy will be reviewed annually by the WPFC Committee and updated as required to reflect operational, financial, or regulatory changes.

## 9 APPROVALS

Approved	Date	Comments	Revisions
WPFC Committee Meeting	9 <sup>th</sup> February 2026		
President WPFC	26 <sup>th</sup> March 2026	Formatting and additions	Additions to section 3.2