

Epsom FC Refund Policy



The intent of this policy is to provide some clarity about how refunds will be granted, to give a mutually amicable outcome for the Club and the Individual member.

Epsom Football Club reserves the right to decline any application for refund. All requests are put before the Epsom FC Executive Committee and/or Epsom FC Committee for review, determination and approval. Further information or meetings with the individual player/parents may be requested at any time of the review process.

The refund policy is intended to ensure the Club is not out of pocket. Generally any costs incurred by the club will not be refunded, including payment of costs incurred from Football Victoria (FV), Football Federation of Australia (FFA) or Bendigo Amateur Soccer League (BASL). This includes costs relating to insurance, levies, equipment, merchandise and team entry costs that are not refundable.

The refund of registrations fees are not transferable between players.

All refunds will be paid by Electronic Funds Transfer into a nominated bank account.

The following will be considered for a refund:

1. Withdrawal due to Epsom FC not being able to offer a player a place in a team

If Epsom FC is unable to place you into a team, we will refund 100% of your registration fee.

2. Withdrawal requested by a player after a registration has been received and paid prior to the start of the season

If you have registered and paid but then decide to withdraw your membership prior to the start of the season you will need to follow the following process:

- Log back onto <https://www.playfootball.com.au/> using the FFA logion and password that you used to register
- Once you are in your profile, click on the box that says de-register and select your reason for cancelling your registration
- Send an email to our Secretary at secretary@epsomfc.com.au to notify us that you have de-registered and fill out the request for refund application form, including providing bank information so we can refund you any amounts that may be due to you.
- We will refund 100% of your registration fee providing the Club has not incurred any costs.

3. Withdrawal requested by player after the season has commenced and before 30th June

If you have registered and paid but wish to withdraw your membership after either grading rounds or football fixtures have commenced you will need to follow the following process:

- Log back onto <https://www.playfootball.com.au/> using the FFA logion and password that you used to register
- Once you are in your profile, click on the box that says de-register and select your reason for cancelling your registration
- Send an email to our Secretary at secretary@epsomfc.com.au to notify us that you have de-registered and fill out the request for refund application form, including providing bank information so we can refund you any amounts that may be due to you.
- Once the season has commenced the FV, FFA and BASL fees paid per player including insurance is non-refundable and therefore cannot be passed on. If the player registers at another club during the same season you should not be charged for some of these fees again.

4. Refunds due to injury or exceptional circumstances

Long term injuries or illness or personal circumstances beyond a player's control (i.e. relocation of player or parent/s etc) may prevent players from making use of their membership through the complete season. Epsom FC may at its discretion offer a reduction or partial refund, but only where the player loses significant time out during the season (i.e. half the season per their age group).

FV, FFA and BASL fees paid per player including insurance is non-refundable and therefore cannot be refunded.

The player or parent requesting a refund should send an email to our Secretary at secretary@epsomfc.com.au and fill out the request for refund application form, including providing bank information so we can refund you any amounts that may be due to you.

Medical evidence for refunds due to injury will also need to be provided to support a refund.

5. Withdrawal requested by player after 1st July

No refunds are available after 1st July except for refunds due to injury or exceptional circumstances that occurred prior to 1st July.

6. Where a players registration is withdrawn

Where a player's registration is withdrawn by the Club for breaches of the Codes of Conduct or any FV, FFA or BASL Code of Conduct or any of Epsom FC policies, no refund regardless of other circumstances will be paid.

7. Other circumstances not listed above

Other circumstances that are not listed above will be assessed by the Epsom FC Executive Committee and/or EFC Committee taking into consideration the reason for the refund and the expenses already incurred by the club.

The player or parent requesting a refund should send an email to our Secretary at secretary@epsomfc.com.au and fill out the request for refund application form, including providing bank information so we can refund you any amounts that may be due to you.

Approval Date:	17/2/2020
Review Date:	17/2/2021
Version No:	1.0



Request for Refund Application Form

Player Name:	Date:
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Date of Birth:	Age Group/Team Name:
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FFA ID Number:

Parent/s Names (if player Under 18):

Address:

Parent/s Mobile:	Home Number:
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Email:

Bank Account Details: - Account Name:	
BSB:	Account Number:

Reason for request of refund:

Registration paid:
Registration Payment method (i.e. Cheque/Credit Card/Direct Deposit/Other):
Registration Payment Date/s and Amount/s:

Signature (Please print name and provide signature):

Please email this request and any supporting evidence (i.e. medical certificate etc) to secretary@epsomfc.com.au.