

Coffs City United Football Club

Player Registration Fee Refund and De-Registration Policy

1. Purpose

This policy outlines Coffs City United Football Club's approach to refund requests when a registered player seeks to de-register from the club during a season.

The purpose of this policy is to ensure refund requests are managed fairly and consistently, while also recognising the administrative, financial and team-based impacts that player de-registrations can have on the club.

2. Scope

This policy applies to all registered players of Coffs City United Football Club who request to de-register after completing player registration for the relevant football season.

3. Full Refund Eligibility

A full refund of registration fees may be provided where:

- the player has not taken the field for any match during the season; and
- the player has not been listed on a playing card for any match during the season in which they are seeking de-registration.

Where these conditions are met, the club may provide a full refund of the registration fees paid, subject to any third-party or system processing limitations.

4. Governing Body Fees and Insurance

Refunds of governing body fees, association fees, federation fees, insurance fees or similar third-party charges cannot be granted where the player has been named on a playing card for any match during the season.

Once a player has been listed on a playing card, these fees are considered activated or incurred and are not refundable by the club.

5. Club Component of Registration Fees

The club component of the registration fee may be considered separately from governing body, association and insurance fees.

Any refund of the club component will be assessed by the club on a case-by-case basis, taking into account:

- the reason for de-registration;
- the number of matches already played or listed on a playing card;
- the impact on team numbers and grading;

- administrative costs already incurred;
- whether the withdrawal creates increased risk of forfeits or team withdrawal;
- any exceptional or compassionate circumstances.

6. Circumstances Where a Refund Will Not Be Offered

A refund will not be offered where the player has played at least one match and the de-registration request is due to:

- change of mind;
- preference to change clubs;
- dissatisfaction unrelated to safety, welfare or exceptional circumstances;
- choosing not to continue after having commenced the season with CCUFC.

In these circumstances, the club considers that costs have already been incurred in registering the player, allocating them to a team, completing administration, and supporting their participation in the season.

7. Circumstances Where a Partial Refund May Be Considered

A partial refund of the club component of the registration fee may be considered where de-registration is due to genuine or unforeseen circumstances, including but not limited to:

- injury or arising medical issue;
- relocation;
- new or changed work commitments;
- family responsibilities;
- transport limitations that were not present or reasonably known at the time of registration;
- family-driven decisions, including parents withdrawing a child due to safety or welfare concerns;
- other compassionate or exceptional circumstances accepted by the club.

Supporting information may be requested by the club to assist with consideration of the refund request.

8. Calculation of Partial Refunds

Where a partial refund of the club component is approved, the refund will be calculated based on the percentage of the season not yet played.

The calculation will consider the number of games the player has played or been listed on a playing card for, compared with the total number of scheduled games in the season.

For example:

- If the season consists of 20 games, and the player has played or been listed on a playing card for 2 games, the player has participated in 10% of the season.
- In this example, the player may be eligible for a refund of up to 90% of the club component of the registration fee, subject to committee approval and deduction of any non-refundable costs.

The club reserves the right to adjust the refund amount where additional costs have already been incurred or where the player's withdrawal has caused significant team or administrative impact.

9. Request Process

All refund and de-registration requests must be submitted in writing to the club and must include:

- player's full name;
- team or age group;
- reason for de-registration;
- date de-registration is requested;
- any relevant supporting information.

De-registration and refund requests will be reviewed by the club President, Registrar, Coaching Coordinator and Secretary.

10. Decision Making

Refund decisions will be made at the discretion of Coffs City United Football Club, having regard to this policy, the individual circumstances of the request, and any applicable requirements of governing football bodies.

The club's decision will be communicated in writing by the Registrar.

11. Review of Policy

This policy may be reviewed and updated by the club committee as required, including in response to changes in governing body rules, registration systems, insurance arrangements or association requirements.