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## PLAYER FEE REFUND POLICY

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The registration fee for any Football Queensland affiliated club has two components. One component covers fees to Football Federation Australia (FFA) and Football Queensland (FQ). The second component is the Club fee. The FFA and FQ fees cover insurance and levies as specified by these organisations (such as competition fees). These fees are collected by the club on behalf of the FFA and FQ at the time of registration. The Club fee contributes to the running costs of the Club.

In the event of a refund of registration fees being requested, the Club will refund fees less the specified deposit PROVIDED the player has not participated in ANY official fixture. Once a player has taken to the field in an official fixture, a refund will only be considered in the event of exceptional circumstances, such as a season ending injury. Prior to the player requesting a refund, it will be necessary for the player to request deregistration from South West Queensland Thunder via the My Football Club website.

Such a request will be considered by the Board, and their decision will be final. If approved, the proportion of the Club fee that will be refunded, will be proportional to how much of the season will be missed by the player. For the purposes of this policy, the season is defined as the commencement of training to the final official fixture of the playing season. There will be no refund of the FFA and FQ fees or the deposit.

There will be no refund for any merchandise purchased, unless it is returned in original sale condition with tags attached.

Any requests for a refund of fees should be directed to our Football Operations Manager via email. The request should include player details (including FFA number) and a brief explanation as to why a refund is requested.