

# Registration Refund Policy

## Kotara South Football Club



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**Document Category: Policy - Registration**

### Document Control

Version	Date	Author	Owner	Approval	Remarks
1.0	14/06/2025	M Babay	Kotara South Football Club	KSFC - Exec	Approved 17/06/2025
1.1	10/01/2026	M Babay	Kotara South Football Club	KSFC - Committee	Approved 10/02/2026

### Introduction

This policy sets out Kotara South Football Club's (**KSFC**) approach to refund of registration fees for participants who register and pay using the National Online Registration System (PlayFootball) and subsequently de-register in accordance with the National Registration, Status and Transfer Regulations (**NRSTRs**).

Registration fees paid through PlayFootball are fees, levies and charges imposed by multiple Football Entities – KSFC, Newcastle Football, Northern NSW Football and Football Australia.

This policy applies to the refund of KSFC fee component only. Refunds of fees by other Football Entities are governed by their own policies.

### Objective

The objective of this policy is to:

- Clarify the eligibility criteria of refund acceptance, part acceptance or rejection by KSFC
- Promote a consistent expectation of refund processing by KSFC

## Club Fee Refund

Should a participant choose to leave the club:

- prior to the 1<sup>st</sup> competition round played by the team, a full refund of the registration fee will be given minus a \$30 administration charge.
- due to a season ending injury in the 1<sup>st</sup> competition round played by the team, a full refund of the registration fee will be given minus a \$30 administration charge. (Note: If you intend to make an injury claim you must stay registered). The injury must be reported to [secretary@kotarasouthfc.org](mailto:secretary@kotarasouthfc.org) within 5 days of the injury and include:
  - Name
  - Date of Birth
  - FFA Number
  - Email Address
  - Phone Number
  - Team Age/Division (eg. U18G/A)
  - Date of Injury
  - Time of Injury
  - Location Injury Occurred
  - How did the injury occur
  - Action taken
  - Conditions (Dry/Wet)

If a participant has played one competition round and chooses to leave the club, the registration fee will not be refunded

**Refund requests must be submitted through PlayFootball by round 3 of the competition.** Refund requests submitted after round 3 will be rejected.

## Responsibility

It is the responsibility of the participant (or their guardian) to:

- be registered and have paid registration through the National Online Registration System PlayFootball
- submit a refund request through PlayFootball.
- submit a refund request through PlayFootball by Sunday of the 3<sup>rd</sup> Competition round.
- report any injury to [secretary@kotarasouthfc.org](mailto:secretary@kotarasouthfc.org) that has occurred during a KSFC event within 5 days of the injury if the refund request is due to an injury in the 1<sup>st</sup> competition round played by the team.

It is the responsibility of KSFC to:

- review and determine any request for a refund of Registrations Fees within a reasonable time of receiving the request, subject to any requirement to obtain further information regarding the application, any high-volume request periods and/or any appropriate administrative processes (*FA National Registration Fee Refund Policy – 4(e)*)

## Refund Process

1. Participant (or their guardian) initiate a refund via the participant's account on PlayFootball ([www.playfootball.com.au](http://www.playfootball.com.au)).
2. Once submitted, all Football Entities review and assess refund eligibility for their respective components of the registration fee.
3. Approved refunds are processed by Football Australia and repaid to the original card used for the initial registration payment.

## Amendments

KSFC may update or amend this policy periodically to reflect changes in regulations or operational requirements. Updates will be reflected on the KSFC website ([www.ksjfc.org](http://www.ksjfc.org)).

## Other References

- NNSWF Refund Policy  
<https://www.northernnswfootball.com.au/resources/policies-publications-forms>
- FA National Registration Fee Refund Policy  
<https://www.footballaustralia.com.au/document-search>