

Mooroolbark Soccer Club Refund Policy

This Policy is to define and make clear the expectations regarding payment of fees and entitlements to refunds.

While Mooroolbark Soccer Club, does not intend to unreasonably withhold payments, Members must understand that Administration costs and Volunteers efforts are incurred as a result of player withdrawals.

There is a need to balance a player's entitlement to a refund with the player (members) responsibility to consider the Club's interests and obligations.

Once a player has been registered for a season, and that season has commenced, refunding of that registration is not permitted, in line with most other associations, the Club will retain the registration fees if a player withdraws for voluntary reasons after the season has started.

Registering to play denotes an ongoing commitment for the season and is relied upon by the Club to carry out significant season administration, selection process and ongoing charges. Player withdrawals after the season has started are disruptive to team selection/coaches and create considerable work for volunteers.

Where the season has not started, the club will refund all the fees paid minus a 20% Administration Fess. The Club holds the right and will enforce its right to withhold a 20% fee for costs incurred.

Refunds do not apply for:

- ✎ Voluntary withdrawal
- ✎ The player's registration is withdrawn by Club for breaches of Code of Conduct or Serious Breach of Behaviour or other like reasons. ✎
 - Withdrawals after two thirds of fixtures for any reason.

Voluntary withdrawal

Where the club accepts part payment from a player and that player consequently withdraws from the club on a voluntary basis, no refunds will be paid.

Withdrawal in the following situations constitute voluntary withdrawal:

- (a) Player disagreement with another player/players

- (b) Player disagreement with a team official or club official/officials
- (c) Disagreement between parents of youth players in the same team
- (d) Disagreement between parents of youth players and team or club officials

In addition, for the avoidance of doubt, refunds are not given for:

- ✎ Withdrawal after two thirds of fixtures, for any reason
- ✎ Dislike of the team into which the player has been selected
- ✎ Dislike of the allocated coach
- ✎ Unavailability to train at the allocated time/day
- ✎ Preferences not being met e.g.: not playing with friends
- ✎ Dislike of the grade in which the team is playing in
- ✎ Other sport/social commitments
- ✎ Change of mind by players/parents
- ✎ Breaches of Code of Behaviour

If due to requesting a refund and granted the club will not refund the FFV Component of the Fees. The club will only refund fees if the withdrawal is due to extenuating circumstances that are medically related and can be sustained by a doctor's certificate. Please note a medical certificate does not automatically result in a refund of registration fees, i.e. withdrawal after two thirds of fixtures.

Club President