



Fees and Refunds

Policy – Fees and Refunds			
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Related Parties			
All Club members – refer to relevant sections			
Requirements			
Ensure copy is available at www.ringwoodcitysc.com.au			

1 Introduction

The payment of fees is required to ensure that Ringwood City Soccer Club (hereinafter 'RCSC' or 'Club') can operate effectively and to secure its long-term financial viability.

1.1 Purpose

This Policy ensures that there is clear understanding from all relevant parties relating to the payment of fees to Ringwood City Soccer Club, including the payment of deposit and balance of fees, as well as refunds.

1.2 Scope

Payment of fees

In general, fees are paid in two instalments:

- A deposit payment to secure a player's position at the Club;
- A balance payment.



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Fees, including deposit and balance payment amounts, will be advertised on the RCSC website prior to the commencement of season and/or in the letter/email of offer of a playing position.

Payment due dates will be clearly communicated to members (i.e. in the letter/email of offer) and will be strictly enforced.

The payment of fees will occur in the manner and according to the timeframes outlined by the Club. This may include:

- Payments through the Club website or a third-party platform;
- Payments through the Play Football portal;
- In another way as agreed upon with the Club Treasurer or their delegate (i.e. via bank deposit).

Payment of all fees (including outstanding balances from the previous season) are required to be made before a playing kit can be issued and the player's registration on Play Football can be finalised/approved.

Deposit

Payment of a deposit is required to secure an offer to play with RCSC, and commits a player to the Club. A position is secured when in addition to full payment of this deposit, there are no outstanding issues (i.e. overdue fees, disciplinary action).

Offers for playing positions are issued by the Club (i.e. a Club delegate) in accordance with the trial and selection procedures as endorsed by the Committee.



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The Club reserves the right to offer positions to existing players first.

Deposits are **non-refundable** except in extraordinary circumstances.

Balance of fees

The balance of fees must be paid within the timeframe as determined by the RCSC Committee and communicated to members.

Once a player has registered for the season, this indicates the player's ongoing commitment to the Club for the season. Player withdrawals after registration are disruptive to team selection/coaches and create considerable work for coordinators. Refunding of that registration is in general not permitted. The Club conforms with most other Not-For-Profit associations in retaining the registration fee if a player withdraws after registration.

Payment Plans

In extenuating circumstances (i.e. financial hardship), members can apply for a payment plan, agreed in writing with the Club Treasurer. Members need to contact the Club Treasurer by email (treasurer@ringwoodcitysc.com.au) requesting a payment plan and outlining the reasons for their request.

Payment plans increase the administrative load for the Club, and should be applied for in a timely manner. Where possible, payment plans should be applied for immediately after payment of a deposit and in any case not later than 6 weeks prior to season commencement. Payment plans need to be finalised by 15th of June.

Any member applying for a payment plan acknowledges that in doing so, the Club makes payment of fees for the season on their behalf. As such, any



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member on a payment plan is required to make regular payments in accordance with the schedule agreed upon. If scheduled payments are not made, the Club reserves the right to deny members participation (i.e. training and/or games) If payments are not made despite repeated reminders, the Club reserves the right to deregister the member.

Refunds

The Club will only refund fees if the withdrawal is due to extenuating circumstances. This includes, but it is not limited to, withdrawals related to medical issues and that can be sustained by a doctor's certificate. A medical certificate does not automatically result in a refund of registration fees.

Any request for refund of fees must be forwarded for the attention of the Club Treasurer by e-mail (treasurer@ringwoodcitysc.com.au), providing all relevant information relating to the request. Decisions regarding refunds are made by the Club Treasurer and at least one other Club Official. The decision made is final.

For the avoidance of doubt, refunds are not given for:

- 1 Team allocation
- 2 Coach allocation
- 3 Unavailability to train at the allocated time/day
- 4 Preferences not being met, e.g.: not playing with friends
- 5 Grade in which the team is playing in
- 6 Low team numbers
- 7 Change of mind



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Where a player's registration is withdrawn by the Club for breaches of the RCSC Code of Conduct (and other relevant policies), or any Football Victoria (FV) or Football Federation of Australia (FFA) Code of Conduct, no refund will be paid.

1.3 Other related information

Payment/refunds of deposit

Deposits are non-refundable, unless a player cannot be provided a position within the Club.

Summary

- Generally speaking, any costs incurred by the Club will not be refunded
- Only refund requests related to exceptional circumstances (e.g. serious illness or injury) will be considered by the RCSC Treasurer on an individual basis
- Where a player's registration is withdrawn by the Club for breaches of the RCSC Code of Conduct, or any FV or FFA Code of Conduct, no refund will be given.

2. Timeline

- 1 Policy to be held on website
- 2 Fees advertised on website
- 3 Player trials / offers issued
- 4 Payment of non-refundable deposit in accordance with time frame set by the Club
- 5 Payment of balance of fees in accordance with time frame set by the Club
- 6 Season commencement: no pay, no play



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3. Out of Scope

Players in multiple teams

Where a player wishes to play in multiple teams, the Club reserves the right to charge additional/duplicate fees if the player is taking a position of another potential member.