



Ashburton United Soccer Club Fee Refunds Policy

It is important that you understand the Club's refund policy before paying your fees.

During the exceptional circumstances of 2020 and 2021, Ashburton United Soccer Club Inc. (the Club) had special refund policies and was able to offer a substantial refund or credit of fees for those seasons. The provision of these refunds, coupled with nil revenue via fundraising and reduced sponsorship dollars has placed a substantial financial burden on the club. From 2022, the decision not to provide refunds to members is based on the financial viability of the club and is guided by this Fee Refund Policy.

Please remember that we are a volunteer run, not-for-profit community sports club and we rely heavily on fees, sponsorship, volunteers (administration, support and coaching) and fundraising in order to operate and that a substantial amount of costs are expended at the beginning of each year, prior to the commencement of the season. These costs include but are not limited to provision of playing and training facilities, purchase of playing and training equipment, affiliation fees, insurances, line marking and ground and facilities maintenance, wages and all the other extras that go towards making our club the friendly and family orientated place that it is.

REFUND OF REGISTRATION FEES

1. Fees

- 1.1 This policy applies to paid up members of AUSC from the 2023 season.
- 1.2 Fees paid include components of Football Victoria (FV) fees, Ashburton United Soccer Club (AUSC) fees and GST. AUSC has no control over any component of fees except for AUSC fees. Any refunds identified by AUSC relate solely to those within its control.

2. COVID-19

- 2.1 If the season is cancelled due to Covid-19 restrictions:
 - a. and less than 50% of the season has been completed, a partial refund may be calculated based on the proportion of the season completed, costs incurred and the future financial viability of the Club.
 - b. No refund will be available if 50% or more of the season is completed.
- 2.2 Fees will not be reduced for interruptions to the season due to short term Covid-19 lockdowns.

3. Individual Member Requests

3.1 Kick Off U04-U07

- a. We understand that sometimes engagement at a young age can be difficult, therefore the club will make allowances for change of mind due to a child's failure to engage in the program.
- b. A full/partial refund or credit of AUSC fees may be made available upon submission of the Request for Membership Refund form. Refer Items 3.7-3.9 of this policy.

3.2 Community SSF U08-U12 / Youth U13-U18

- a. In the event of a refund of registration fees being sought the following principles will apply;
 - i. Any costs incurred by the club will not be refunded.
 - ii. If a player does not take part in any pre-season activities or sanctioned matches, then fees will be refunded less all club costs.
 - iii. If a player has played at least one but less than 4 sanctioned matches, then a partial refund may be provided.
 - iv. If a player has played 4 or more sanctioned matches for our Club, no refund will be provided.



3.3 Ashy Academy / Performance Development U9-U18 / Seniors / Masters

- a. No refund of the fees will be given except in exceptional circumstances. Refer to items 3.5 and 3.7 of this policy.

3.4 JBNPL

- a. Consistent with JBNPL contract and 2023 JBNPL Registration Form Terms and Conditions Item 13 the deposit (Season 2023: \$600) is non-refundable.
 - i. Ashburton United incurs immediate costs upon your acceptance of this offer, including but not limited to, engagement of coaching staff, acquisition of uniforms and administrative expenses and is not able to recover or reallocate these costs should you decide to withdraw from the program after you have accepted an offer into the program.
- b. No refund of the balance of fees will be given except in exceptional circumstances. Refer to items 3.5 and 3.7 of this policy.

3.5 Exceptional Circumstances: Refund requests caused by exceptional circumstances arising from serious illness or injury, relocating of parent/s or significant financial hardship may be considered by the Club.

- a. Assessment of these requests will be made on a case-by-case basis, supported with relevant documentation provided by the requestor and is at the absolute discretion of the Club.
- b. No refunds will be given for reasons due to preferences are not being met such as team allocation, not playing with friends, unavailability to train at the allocated time/day, coach allocation, under performance and change of mind.

3.6 Breach of Code(s) of Behaviour: Where a player's registration is withdrawn by the Club for breaches of the AUSC Codes of Behaviour or any FFV or FFA Code of Behaviour, no refund, regardless of the number of matches participated in, will be paid.

3.7 General Matters:

- a. Any request for refunds of fees are at the discretion of AUSC Committee of Management.
- b. Written refund requests will have a \$25 administration fee applied.
- c. Request for refunds will not be considered after the end of the calendar year in which the Season completes eg Season 23 completes end September 2023 and no refund requests will be considered after 31 December 2023.
- d. Any request for refunds of fees must be submitted on the AUSC Request for Membership Refund Form (page 3 of this document) and be forwarded for the attention of the Club Treasurer by post or e-mail treasurer@ashburtonsoccer.com.au.
- e. The Club Treasurer and at least two other committee office bearers will evaluate the request and decide on the outcome.

Policy	Created/Reviewed	Approved
1. Policy 2015	August 2015	AUSC Board 2015
2. Review 2022	February 2022	AUSC Committee of Management 7-Mar-22
3. Review 2023	February 2023	AUSC Committee of Management 6-Mar-22



AUSC:		Request for Membership Refund Form	
Player:	First Name		
Player:	Surname		
Player:	Registration No.		
Team:	Age Group		
Team:	Name		
Season (Year Played in)			
Fees:	Paid (\$xxx.xx)		
Fees:	Payment method		
Fees:	Payment date		
Reason for refund: (Please tick)	<input type="checkbox"/>	• Less than 4 sanctioned matches played (SSF U08-U12 / Youth U13-U18)	
	<input type="checkbox"/>	• Financial Hardship	
	<input type="checkbox"/>	• Injury/Illness	
	<input type="checkbox"/>	• Relocation	
Details:			
Applicant:	Name:		
Applicant:	Contact Details:		
Applicant:	Signature:		
Application:	Date:		

AUSC:		Membership Refund Request: Club Response	
Refund Decision	Choose an item.		
Reason: For Approval/Non Approval			
Refund: Amount Approved			
Refund: Payment Method			
Refund: Payment Date			
Approval Authorised	Name	Signature	Date
Authority 1			
Authority 2			