

CANCELLATION FEE REFUND POLICY

Version 1 – Approved by the Girls Working Group Sub-Committee of the Bentleigh Greens Soccer Club (BGSC) 4 March 2021.

Purpose:

This policy sets out the entitlement of player/parent/guardian to a Registration Fee refund.

Policy:

This policy outlines refunds applicable to Player Registration Fees paid to BGSC prior to the commencement of the Football Victoria competition for the current registration year

Player registration is not complete until the associated registration fees have been paid in full.

The Club Registration Offer for a place in a fee paying team is contingent upon payment of the fee. Fees must be paid by the due date specified in the Club Registration Offer or as specified. Failure to make payment will result in the team place being offered to another player.

Once Registration Fees are paid, there are no refunds – in exceptional or hardship circumstances, please contact the Football Operations Manager for consideration
BGSC Fee paying Teams – Fees are non-refundable from the date of the start of the playing season

Refunds

Bentleigh Greens Soccer Club has a ‘no change of mind’ refund policy
Registration Fees are non-refundable – In exceptional or hardship circumstances, consideration will be made and will be subject to the criteria outlined below
Fee Payments are non-refundable from the date of the start of the playing season.
All refunds are subject to a cancellation fee of \$50

In the event that the season is cancelled after fees have been paid, BGSC will refund a proportion of the fees paid or elect to reduce the next season’s fees for players invited in the new season.

The refund will be less than 100% of the fees paid as BGSC must account for the following costs in order to keep the club running:

Season set-up costs

Fixed costs that can’t be avoided or negotiated lower

Variable costs which have been already been spent, assuming the season is cancelled at a time between registration opening and the end of the season

BGSC will communicate the refund amount to all members as soon as possible. However, please note that BGSC is reliant on third parties (such as Football Victoria and Football Australia) to confirm any applicable refund amount prior to BGSC being able to finalise a refund amount.

Provider default

In cases of provider default, that is, where the Club is unable to field a team in the applicable age group and options to move to other teams within the Club have been exhausted or are not suitable, the Club will, within 60 days, refund Registration Fees in full, unless:

- a) you withdraw from a team before it is cancelled; or
- b) you accept an offer in an alternative Team arranged by the Club.

Evaluation

This policy will be reviewed as part of the Club's three-year review cycle or as required.

Review by: January 2024