



# South Melbourne Districts Sports Club – Junior Footy

## Refund Policy

### 1. Purpose

This policy aims to provide clarity about how refunds are assessed and processed, and to achieve a mutually amicable outcome for registrants and junior footy.

Junior footy doesn't intend to profit from registrants who don't play, but does incur out-of-pocket-costs for each registrant in the form of AFL fees (GameDay), league fees (SMJFL competition), and other fixed club costs for administration (software licence fees, bank fees), operations (volunteer training and development, uniforms and equipment) and facilities (insurance, leases).

### 2. General principles

An individual who registers to play junior footy for the season, but doesn't play all or part of the season may be entitled to a full or partial refund of their registration fee based on the reason for not playing and the point in the season in which the refund is requested.

The decision to process a refund is determined by the junior footy committee based on the guidelines below and requests for a full or partial refund must be made in writing to the registrar. Notwithstanding the guidelines below, the junior footy committee may consider any request for a refund and determine the outcome in its absolute discretion.

### 3. Full refund

If an individual registers for the season, but the registrar is unable to place the registrant in a team or doesn't accept the registration for whatever reason, the registrant is entitled to a full refund.

Examples of this situation are where a team is unable to be formed due to insufficient players, a second or subsequent team is unable to be formed due to lack of an accredited coach, the registrar does not approve the registration due to the conduct of the individual at another club. In this situation, the registrar will notify the registrant and process the refund within 30 days of final team formation or the assessment of the registration by the registrar.

The full refund amount is equal to the total registration fee paid by the registrant.

### 4. Partial refund

#### (a) Change of mind

If an individual registers for the season and then changes their mind, the registrant must contact the registrar in writing of the change of mind and request a refund before pre-season squad training commences. If the refund is approved, the registrar will notify the registrant and process the refund.

#### (b) Exceptional circumstances

If there's an exceptional change in circumstances of the registrant before round 1 of the season commences, the registrant must notify the registrar in writing of the exceptional change in circumstances and request a refund. If the refund is approved, the registrar will notify the registrant and process the refund.

Examples of this situation are if a registrant moves from the area, becomes injured or ill and is predicted not to play for the remainder of the season, is selected to play in a higher representative or district team (and is unable to play for South Melbourne Districts). This situation doesn't include a change of mind.

The partial refund amount is equal to the total registration fee paid minus an administration fee equivalent to 20% of the total registration fee paid to cover junior footy's out-of-pocket costs.

**5. No refund**

After round 1 of the season commences, junior footy generally won't process a full or partial refund, except in exceptional circumstances. If there're exceptional circumstances, the registrant must notify the registrar as soon as possible of the exceptional circumstances and request a refund. The junior footy committee will assess the request based on the exceptional circumstances of the registrant and the out-of-pocket expenses incurred by the club at the point in the season in which the refund is requested.

**6. Contact**

Paul Johnston Registrar – Youth E: <a href="mailto:registrar.youth@smdsc.com.au">registrar.youth@smdsc.com.au</a>	Alison Hamilton Registrar – Junior & Girls E: <a href="mailto:registrar.juniorsandgirls@smdsc.com.au">registrar.juniorsandgirls@smdsc.com.au</a>
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