



# Wishart Eagles FC

## Refund Policy



All correspondence to Wishart Eagles FC related to the Refund Policy should be directed to: [admin@fcbrisbane.com](mailto:admin@fcbrisbane.com)

If you meet the criteria for a refund as per below, please complete and submit the Refund Application form.

Any exception to the refund policy must be applied for in writing to be tabled for consideration at the next Meeting Committee Meeting.

### (1) No team available for a player

- (a) A full refund will be given for all club membership/registration fees paid.
- (b) This only applies if Wishart Eagles FC is unable to allocate a player into a team for the current season.

### (2) Merchandise

- (a) An exchange is offered for faulty merchandise that is presented with proof of purchase
- (b) An exchange is offered for merchandise that is the incorrect size if the item is unworn, free from defects and is presented with a proof of purchase
- (c) No refund is offered for change of mind
- (d) No refund is offered for personalised merchandise unless deemed faulty
- (e) No refund is offered for any merchandise purchased by a player who then wishes to leave Wishart Eagles FC for any reason.

### (3) Season ending injury for a registered Wishart Eagles FC player

- (a) A pro rata refund will be calculated if the following criteria are met:
  - (i) Evidence from your Doctor is submitted demonstrating you cannot actively participate for the remainder of the current season
  - (ii) Fees have been paid in full or an up to date payment plan is active
  - (iii) Injury occurred prior to or on June 30<sup>th</sup>
- (b) The pro rata refund will be calculated as follows:

$$\left( \frac{(\text{Total Fees Paid}) - (\text{FQ/FFA Fees}) - \$100}{\text{Total Regular Matchday Rounds}} \right) \times (\text{Remaining Matchday Rounds})$$

- (c) Any outstanding club debts such as merchandise or fines will be taken from the pro rata refund prior to issuing the remainder to the player
- (d) You will remain active as a player for Wishart Eagles FC in the PlayFootball system for the entire season.

#### **(4) Club transfers**

- (a) This applies to players who wish to move to another club following the payment of relevant fees.
- (b) All criteria outlined in Football Queensland Refunds & Reimbursement FAQs must be met.
- (c) Receipt of payment from the new club must be provided to Wishart Eagles FC prior to Football Queensland/Football Australia Fees being refunded
- (d) No refund will be offered if the player has been listed on the team sheet in four (4) or more games in the current season, including friendly, pre-season, grading and cup fixtures.
- (e) If the player has been listed on the team sheet less than four (4) games in the current season, a full refund will be offered minus any outstanding club debts and a \$100 administration fee.

#### **(5) Club departure**

- (a) This applies to players who wish to leave football and not play for another club for the remainder of the current season
- (b) All criteria outlined in Football Queensland Refunds & Reimbursement FAQs must be met.
- (c) No refund will be offered if the player has been listed on the team sheet in four (4) or more games in the current season, including friendly, pre-season, grading and cup fixtures.
- (d) If the player has been listed on the team sheet less than four (4) games in the current season, a full refund will be offered minus Football Queensland/Football Australia Fees, any outstanding club debts and a \$100 administration fee.

#### **(6) Disciplinary termination**

- (a) This applies to players who have been disciplined under the Wishart Eagles FC Code of Conduct

#### **(7) Changes to season**

- (a) No refund will be issued should there be a reduction in fixtures due to factors outside of the control of Wishart Eagles FC.
- (b) A refund policy will be determined by the management committee at its earliest convenience should a season be cancelled by Football Queensland