



REFUND POLICY

Purpose

This policy explains the approach of Bendigo City FC to refunds of registration fees, and any other fees paid to the Club.

When refunds will be considered

Within seven (7) days of the closing of registrations, a registration can be withdrawn, and money paid refunded. Otherwise, refunds will only be made in exceptional circumstances at the discretion of the Club Committee. Such circumstances may include:

- Player illness or injury means the player cannot play for at least six (6) consecutive games. A medical certificate may be required.
- Relocation of a player or the players family

When refunds will not be considered

Registration of a player is a commitment to playing the entire season to which the registration applies. Withdrawal of a player after registration can impact team structure, coaching and grading. Players who cannot commit to the season should not register.

Specifically (and without limitations), refunds are not offered for:

- Change of mind
- Disapproval of the team to which a player is allocated
- Disapproval of the coach allocated to a player's team
- Disapproval of the team number or grade
- Inability to train at the allocated time or venue

Note: The cost of uniforms cannot be refunded once they have been ordered.

Refund process

Requests for refunds will be considered on a case by case basis. Applications for refunds are to be made by emailing the club secretary: admin@bendigocityfc.com.au

All requesters will be notified in writing once a decision is made.

All refunds will be subject to a \$20 administration fee. If approved by the Club, refunds will be calculated on the basis of remaining games less the administration fee.

Date and approval

Approved by the Bendigo City Football Club committee

Date: January 2025

Next review date: January 2026

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