



Elwood City welcomes all players (boys and girls) and their parents to our Club.

As a community organisation, we are focused on making it as easy as possible for players to register with us.

We have to be also cognisant of the financial impact each registration has on the club's finances, particularly where most costs for the season are incurred upfront – FV fees, equipment (balls, cones, goals, flags, poles etc.), kit costs, coaches (pre-season, grading and during the season for training and games).

The Club however also recognises that there may be occasions where players/families wish to withdraw from the season after fees have been paid. In general the Club has a “No pay, no play, no exceptions” and a “No change of mind refund” approach.

To strike a balance between the financial sustainability of the club and refunding fees, the Club defines a Commitment Date as the earlier of (a) a kit order being placed with the Club's supplier, where the Club is financially responsible for the kit order; and (b) the official pre-season period commencing on the Monday 4 weeks before the first official match fixture date sanctioned by Football Victoria.

The Club's policy on refunds is therefore as follows:

1. Any withdrawal prior to the Commitment Date will be offered a full refund less \$50 admin cancellation fee
2. Any withdrawal on or after the Commitment Date will not be entitled to any refund
3. As an exception to 2. above, there may be exceptional circumstances which indicate a partial refund is appropriate such as a player's serious injury which precludes them from playing for the rest of the season. These exceptions will be presented to the Juniors Committee for consideration and decision.

In the event that the season is cancelled after fees have been paid, the Club 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 the Club must account for the following costs in order to keep the club running: (a) season set-up costs; and (b) fixed costs that can't be avoided or negotiated lower; and (c) 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.

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

In cases of a 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) the player withdraws from a team before it is cancelled; or b) the player accepts an offer in an alternative team arranged by the Club.