



Refund Policy

Football NSW Club Football
Registration Fees

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Version	Date	Notes	Due for review
1.1	14/11/2025	Internally reviewed, no changes	31/10/2026

Audience for distribution	Football NSW Associations, Clubs and Participants
To be published on Football NSW website?	Yes

SECTION 1: INTRODUCTION

1. Introduction

- a) The National Online Registration System manages the registration of participants, and the collection and disbursement of registration fees to various bodies.
- b) This Policy is intended to apply in the circumstances where an Amateur Player not wishing to continue playing football during a Season, applies to Football NSW for a refund of Football NSW Fees.
- c) Whilst Football Australia, Associations and Clubs are free to make refunds of their respective fees (or portion of fees) paid by the Amateur Player as a single lump sum upon registration which is associated with services or products they provide to Amateur Players not wishing to continue playing football during a Season, no party other than Football NSW is permitted to refund any fees (registration or otherwise) that belongs to and is attributable to Football NSW to Amateur Players without the prior approval of Football NSW, and they may not be reimbursed for the sum refunded.
- d) The terms and conditions of registration for an Amateur Player include the following text stating that a Member must:

12. acknowledge and agree that the liability for the payment of, or the entitlement to a refund of (as the case may be) the Member's registration fee will be determined in accordance with their club, Association and/or Branch's (as the case may be):

- i. refund policy;
- ii. Play Football terms and conditions; and/or
- iii. written agreement with the Member;

13. acknowledge that if the Member leaves their club at any time after completing their registration via Play Football, their club, Association and/or Branch (as the case may be) is and remains liable to Football NSW for the payment of the Football NSW and FA component of their registration fee unless one of the following conditions is satisfied:

- i. the Member cancels their application to register before it is actioned by their club;
- ii. the Member's application to register is declined by the club;
- iii. in the case of a participant in community football: the Member has not yet played a game for the club and the Member's deregistration is completed and approved before the first round of the applicable competition;
- iv. in the case of a participant in a Football NSW competition (e.g. NPL, WNPL etc.): the Member's deregistration is completed and approved before the first round of the applicable competition; or
- v. Football NSW determines, in its absolute discretion, that exceptional circumstances apply;

2. Scope and Application

- a) This Refund Policy applies only to Players designated as Amateur under the National Registration, Status and Transfer Regulations of Football Australia.

- b) This Refund Policy does not apply to Players changing clubs during a Season.
- c) For the purposes of this Refund Policy, the total fee paid by an Amateur Player for the full Registration Fee Product is assumed to be comprised of any or all of the following components:
 - i. Football Australia National Registration Fee (NRF);
 - ii. Football NSW Registration Fee;
 - iii. Association Fee;
 - iv. Club Fee.
- d) This Refund Policy only applies to fees collected and disbursed through the National Online Registration System.

3. Intended audience

- a) This Refund Policy is intended to inform Amateur Players, Clubs and Associations as to the relevant circumstances when a Football NSW fee will be able to be the subject of a valid refund.

4. Date of effect and review

- a) This Refund Policy is effective from the start of the 2025 season and will remain effective unless and until it is reviewed or withdrawn by Football NSW.
- b) This Refund Policy will be reviewed annually.

SECTION 2: FOOTBALL NSW FEE REFUNDS

1. Eligibility for Refund of Football NSW Fees

- a) Notwithstanding requirements by statute (such as in accordance with state and/or federal consumer protection legislation), Football NSW is only required to refund registration fees (or parts thereof) to Amateur Players where:
 - i. the Amateur Player has not participated in any official fixtures, or otherwise appeared on a match record for his or her club; and
 - ii. either
 - a. the Registration Status of the Amateur Player has been made “Cancelled” or “Declined” in the National Online Registration System in accordance with the National Registration, Status and Transfer Regulations; or
 - b. the Registration Status of the Amateur Player has been made “Registered” in the National Online Registration System in accordance with the National Registration, Status and Transfer Regulations; and
 - c. the Amateur Player or their Club has applied for de-registration via the National Online Registration System in accordance with the:
 - i. National Registration, Status and Transfer Regulations; and
 - ii. Registration/De-Registration Periods notified by Football NSW.and the Member’s deregistration is completed and approved before the first round of the applicable competition;
 - iii. The Player has not lodged a claim under the Football NSW Insurance Program;
 - iv. The Player acknowledges and agrees that if their Football NSW Registration Fee is refunded, they are ineligible to claim against under the Football NSW Insurance Program for any injury suffered prior to the payment of the refund, and;
 - v. In its absolute discretion, Football NSW may deem exceptional circumstances under Clause 12(e) of the National Registration, Status and Transfer Regulations and determine that a proportionate refund of registration fees is appropriate if certain no fault circumstances on de-registration are present.

Table 1- Summary of registration statuses and eligibility for refund of Football NSW Registration Fee

Registration status	What it means			
	Player's action	Indicated Payment Status	Club's Action	Eligible for Refund?
Cancelled	Player applies to register, but cancels application to register before the club approves	Paid	N/A – Player cancels application to register before Club can approve or decline their application	Yes, they were never approved to play
Declined	Player has applied to register	Paid	Club declines player's application to register	Yes, they were never approved to play
Deregistered	Player has either applied to deregister or agreed to the club's request to deregister the player	Paid	The club has either applied to deregister the player or agreed to the player's request to deregister	Yes, but only if the deregistration is completed in accordance with the National Registration, Status and Transfer Regulations and Registration/De-Registration Periods notified by Football NSW.

2. Composition of Refund

- The respective football bodies charging each component of the Registration Fee Product (i.e. Football Australia National Registration Fee (NRF), Football NSW Registration Fee, Association Fee and Club Fee) are responsible for refunding their own component of the Registration Fee Product in accordance with their statutory requirements (e.g. state and/or federal consumer protection legislation) and advised Refund Policy.
- Football NSW is only person authorised to approve the refund of Football NSW Fees.

3. Procedure for Recovery of a Refund

- Once an Amateur Player applies for a refund in the National Online Registration System, Football NSW will be prompted to consider the refund application in accordance with this Refund Policy.
- Football NSW will assess the application and may choose to approve a refund in whole or in part or otherwise refuse an application in accordance with this Refund Policy. The decision of Football NSW is final and conclusive and cannot be the subject of appeal.

4. Payment of Refund

- Once each of the respective football bodies that has received a disbursement of their component of the Registration Fee Product has assessed any refund request in respect of their component, Football Australia will:
 - Refund the total approved refund amount of each component of the Registration Fee Product to the Amateur Player; and
 - notify the Amateur Player of the total approved refund amount from each component of the Registration Fee Product.

- b) Refunds will be paid directly to the credit or EFTPOS card from which the original payment was made.

5. Recovery of Refunds

- a) As the merchant, Football Australia pays all refunds and will recover the funds from the respective football bodies.

SCHEDULE 1: DEFINITIONS

“Association” means an Association Zone or a regional association affiliated to a Branch Zone that is a member of a Member Federation as defined in the National Registration, Status and Transfer Regulations.

“By-Laws” means the by-laws of Football NSW as amended from time to time.

“Club” means any entity, team or group of individuals registered with FA and/or Football NSW or admitted to participate in a Competition.

“Competition Administrator” means the entity endorsed by Football NSW to administer and conduct a Competition, including enforcement of its rules and regulations, and/or its delegate.

“Constitution” means the constitution of Football NSW as amended from time to time.

“FA” means Football Australia Limited, the governing body for football (soccer) in Australia.

“FIFA” means Federation Internationale de Football Association, its successor or assignee.

“Fixture” means a meeting of two (2) Clubs as scheduled in all grades applicable.

“Football NSW” means Football NSW Limited ACN 003 215 923 which is the governing body for football (including Futsal) in the State.

“Football NSW Fees” means the Football NSW Registration Fee.

“Match” means any match played in the Competition, a Football NSW Competition, Cup, Premiership, other event or tournament under Football NSW’s control.

“Official” means a Club Official, Match Official or Team Official.

“Participant” means a Player, Official or Spectator.

“Player” means any person who participates in a Match (irrespective of whether he or she is registered with FA, junior or senior or an amateur or professional).

“Season” means from the commencement of the Competition to the conclusion of the Competition unless otherwise directed by the Competition Administrator.

“Spectator” means a person who attends a Match.

“State” means the state of New South Wales with the exception of the northern regions of NSW which are identified by FA as “Northern NSW”.

“Team” means an any team registered with FA and/or Football NSW or any team admitted by the Competition Administrator to participate in the Competition.

“Team Official” means any person involved with the management, preparation or participation of a Team (whether paid or unpaid), including the coaches, managers, medical staff, other support staff or any other person acting for or on behalf of a Team.