



Refund Policy

Purpose

The SWVFA will make every effort to offer participation opportunities for all members, regardless of ability, gender, race, religion, age, sexual orientation, etc. On some occasions this may not eventuate, meaning de-registration and refund considerations may be requested. As a SWVFA, we incur several costs at various stages of the season and calendar year (Eg. Insurance, Facility Hire, Utilities, etc), and this refund policy takes these elements into account.

Policy Statements

The SWVFA has complete and sole discretion regarding any refund of registration fees (apportioned or un-apportioned) to participants in relation to this policy, and these decisions are final.

The refund of any FV/FA/Regional Association component will be entirely dependent on the SWVFA receiving this fee back from the governing body prior to issuing to any refund to an individual. Where no governing body fees are returned to the SWVFA, no refund of these governing body fees will be issued.

Please note that any registration fees, etc that have been funded by external supporting organisations, sponsors, etc will not be refunded to any individual.

Procedures

Refund Entitlement

- 1) Should the SWVFA be unable to place you or your child into any team, you will be refunded 100% of your registration fee, provided you or your child have not participated in any fixtures.
- 2) If the SWVFA has placed you or your child into a team and you have commenced SWVFA activities (including training), but you or your child decide to de-register before the start of the competition, the SWVFA will refund you 75% of your registration fee (Minus any FV/FA/Regional Association component).
- 3) If you or your child de-register after the start of the competition, but before May 31st, the SWVFA will refund you 50% of your registration fee (Minus any FV/FA/Regional Association component).
- 4) If you or your child de-register on or after June 1st, the SWVFA will unfortunately be unable to offer a refund.



- 5) In the instance you or your child have been provided uniform, apparel, etc, the amounts related to these items will not be refunded and the participant will retain these items.

Payment of Refund

Once the SWVFA is satisfied with the refund application, we will:

- 1) Provide written acknowledgement of successful refund application.
- 2) Notify the player of the intended timeframe to process the refund.
- 3) Initiate de-registration process in Online Registrations Platform.
- 4) Process refund through nominated method or preferred method of SWVFA.

Form of Refunds

Refunds will be paid in the preferred form of the SWVFA (Eg. Direct debit, cash, etc). However, the SWVFA will endeavour to provide the refund in the form requested by the participant.

Please note that any player approved to receive a refund under this Policy, will have their registration status changed to Inactive, Cancelled or Refunded in the National Online Registration System.

In addition, the SWVFA Committee may in their sole discretion deem exceptional circumstances in relation to any individual registration that provide a refund over and above what is stated within this policy.

Disclaimer

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