



# HEIDELBERG UNITED FOOTBALL CLUB (HUFC)

## PLAYER REFUND POLICY

### Purpose:

Heidelberg United Football Club (HUFC) recognises that players leave our club or stop playing football and seek to have fees refunded. This policy outlines the principles behind our NO refund policy.

### Guiding Principles:

Fees paid for football programs include many components including but not limited to Football Victoria (FV) licence fees, FV team entry fees, FV player registration fees, uniforms, equipment, coach and other staff fees, ground hire, line marking, marketing, cleaning costs, referees fees, utilities, software licences and other operating and administration costs.

The cost of putting a player on the park to participate in football at the Club are heavily subsidised by HUFC through fundraising initiatives. In fact, in relation to Junior NPL programs, the cost of putting a player on the park are close to 150% more than the fees paid by the player at the time of this policy being published.

Due to NPL junior and senior player transfer windows, if a player leaves, HUFC does not always have an opportunity to fill the position.

No fees collected for junior football programs by HUFC are used to pay senior player wages.

### Policy:

This Policy applies to all Player Program Fees e.g. NPL Junior Boys U15 Program and Kit Fees.

The Club has a strict NO REFUND Policy for any fees paid for programs at HUFC except in the case of the season being cancelled or interrupted due to COVID-19 or other force majeure reasons beyond HUFC's control. In that instance, HUFC will determine the refund amount for each player depending on program cancellation/interruption date and expenses paid up until that date on behalf of the program.

For avoidance of doubt, refunds are not given for injuries, medical reasons, team allocation, coach changes, unavailability to train on allocated training times and day (which can change at short notice), not playing with friends, not playing in the grade you would like to etc.

## **FV Player Registration Fees:**

A component of player program fees are paid to FV for insurance and registration. This part of your fee can be refunded directly through FV following their refund guidelines and process.

## **Extraordinary Circumstances:**

If you believe you have experienced extraordinary circumstances not outlined in this policy that deserve a refund, you may put the request in writing to [admin@hufc.com.au](mailto:admin@hufc.com.au) for review. All refund requests will be reviewed and decided on by the HUFC Football Department and their decision will be final. The HUFC Football Department as a committee of volunteers has the right to take up to 60 days to make a decision from the time of your written request.

## **Key Related Documents:**

FV Refund Policy

## **Evaluation:**

This policy will be reviewed as part of the Club's three-year review cycle.

Review by: May 2025