



## Objective

To provide clarity on the junior football approach to Junior Player Registration – Membership refund requests. Consideration will also be given should the 2021 or future football seasons be modified / cancelled due to COVID-19 restrictions.

## Registration / Membership Refund Policy

Applicable to members and families who have a current active membership in that season and request a refund on registration/membership fees for that season.

Request prior to the season start (prior to Round 1)	75% refund
Request up to round 4 of the season (up to four rounds of fixtured games are held)	50% refund
Request up to round 8 of the season (up to eight rounds of fixtured games are held)	25% refund
Request after round 8 (once eight rounds of fixtured games are held)	No Refund

## Player breaching SBFNC Code of Conduct

No refund will be offered at any stage of season where a player/family has breached the Club's code of conduct and seeks to leave SBFNC during the season.

## Exceptional Circumstances

A player / parent or guardian may submit a written request to the Junior Committee detailing any exceptional circumstances for a refund outside of the stated policy. The Junior Committee Executive will assess the request on a case by case basis.

## Grievance Procedure

Where a player / parent or guardian is not satisfied with the determination of the Junior Committee Executive, the Club's complaint procedure should be followed as detailed on the Club's website. <http://southbarwonfnc.com/documents/>.