



FC STRATHMORE SPLIT 2026 REFUND POLICY

It is important that you understand the Club's refund policy before paying your fees.

Please remember that we are a volunteer run, not-for-profit community sports club and we rely heavily on fees, sponsorship, volunteers (administration, support and coaching) and fundraising in order to operate and that a substantial amount of costs are expended at the beginning of each year, prior to the commencement of the season.

FCSS (FC Strathmore Split) incurs immediate costs upon your acceptance of membership (registration), including but not limited to, provision of playing/training facilities, line marking, ground/facilities maintenance, purchase of playing/training equipment, affiliation fees, insurances, coaching wages, acquisition of uniforms and administrative expenses plus extras.

These costs are not able to be recovered or reallocated should you decide to withdraw after payment of registration.

The above costs go towards making our club the friendly and family orientated place that it is.

REFUND OF REGISTRATION FEES

1. Fees

This policy applies to paid up members of FCSS (FC Strathmore Split) for the current season.

- a. Fees paid include components of Football Victoria (FV) fees, FC Strathmore Split (FCSS) fees and GST.
- b. FCSS has no control over any component of fees except for FCSS fees.
- c. Any refunds identified by FCSS relate solely to those within its control.

2. Acceptance of position in team (MiniRoos/Junior League)

- a. An email will be sent to successful applicants by the end of each calendar year with outcome of team selection.
- b. A deposit of half the season fees will be paid to FCSS to secure a players position in the following year by due date stipulated in email (refer to 2a) **This deposit fee is non-refundable.**
- c. This payment will be deducted from the total of the players registration fees in the following year.
- d. Full payment of the balance of the fees is to be completed the following year in January prior to uniform fitting night.
- e. Family hardship payment plans are available. Speak with one of FCSS Board of Directors.

3. Refund

In the event of a refund of the **balance of the fees** (refer to 2d) being sought the following principles will apply;

- a. Any costs incurred by the club will not be refunded.
- b. If a player does not take part in any pre-season activities or sanctioned matches then fees will be refunded less all club costs.
- c. If a player has played at least two sanctioned matches, then a partial refund may be provided.
- d. If a player has played 3 or more sanctioned matches for the Club, no refund will be provided (except in exceptional circumstances - refer to Clause 5).



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4. Voluntary Withdrawal

- a. Where the player has paid either part or full registration fees and that player consequently withdraws from the club on a voluntary basis, not encompassed by Clause 5 of this policy, **no refund will be granted.**
- b. Withdrawal in the following situation constitutes voluntary withdrawal.
 - Player disagreement with another player/s.
 - Player disagreement with coach/club official/Board of Directors.
 - Disagreement with team allocation or coach allocation.
 - Unavailability to train on allocated day/time.
 - Preferences not being met e.g. not playing with friends, team grading.
 - Disagreement between parents of players in same team.
 - Disagreement between parents of players with coach/club official/Board of Directors.

5. Exceptional Circumstances:

- a. Refund requests caused by exceptional circumstances (e.g. serious illness or injury, relocating of parent/s or significant financial hardship) may be considered by the Club.
- b. Assessment of these requests will be made on a case-by-case basis and is at the absolute discretion of the FCSS Board of Directors. Evidence to be provided e.g. medical letter.

6. Breach of Code(s) of Behaviour:

- a. Where a player's registration is withdrawn by the Club for breaches of FCSS Code of Behaviour/Conduct or any FV (Football VIC) or FA (Football Aust.) Codes of Behaviour, no refund, regardless of the number of matches participated in, will be paid.

7. General Matters:

- a. Any request for refund of fees is at the discretion of FCSS Board of Directors. FCSS Board of Directors will evaluate request and decide on outcome.
- b. Request for refunds will not be considered after the end of the calendar year in which the season ends.
- c. Any request for refunds of fees must be submitted via email and addressed to the relevant Director.

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