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PLAYER GUIDE

2025-26

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info@wigston-willow.com

► CLUB PHILOSOPHY

Football for everyone. At Wigston Willow we believe that everyone should have access to play football regardless of age, ability or gender.

► MISSION

To become a sustainable community football club serving Wigston and surrounding areas to ultimately provide football opportunities for everyone in the community regardless of age, ability or gender

► CORE VALUES

PARTICIPATION

Wigston Willow was established to provide football opportunities for children, and increasing participation remains our primary purpose.

EQUALITY

All members are equally valued. It matters not what gender, ability level or age group a player/team plays at.

COMMUNITY

The club aims to promote the value of community within the club.

RESPECT

The club champions the FA Respect campaign and endeavours to create a positive atmosphere for not only our own members but also members of other clubs and the wider community.



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1. FEES

- The default subs shall be £300/season for a full season membership.
- This will typically be reduced to £240 for teams that don't utilise 3G facilities for winter training.
- For teams that want train on the 3G for more than the standard 6 winter months (Oct-Mar) a premium of £24/season will be added to the subs for each additional month of training on 3G.
- For teams that want to share a 3G pitch, the premium will be split between those teams.
- The clubs' financial year runs from July 1st to June 30th.
- Players registering from October onwards shall pay pro-rata for the remaining months of the season (including the month registered in).
- The annual subs shall be split over the remaining months of season from the club setting up subs. E.g. For players registering in June for the following season, they'll pay 12 instalments over the next 12 months of £25* starting from July. For players registering in August, they'll pay 10 instalments over the next 10 months of £30* starting from September.

**Assumes default subs.*

2. PAYMENT METHODS

2.1 DIRECT DEBIT

You can request a direct debit to be set up when you register for the season in the team registration form. Or you can request to the treasurer at any time throughout the season (See 'Contacting The Club'). You'll request a direct debit request email to set up new direct debit (see image 1). Click on the link to set up using the form (see image 2). Direct debits can take some time to process so imminent invoices may have to be paid via other methods, check your statement (see 'Checking Balances') to check if invoices have been paid.

Image 1.

An email template from Wigston Willow Football Club. The header reads 'WIGSTON WILLOW FOOTBALL CLUB'. The salutation is 'Dear Ryan'. The body text says: 'To simplify the collection of payments we would like to setup a new Direct Debit with you. We will of course notify you before each collection. To complete the Direct Debit arrangement, please click the button below to confirm your bank details.' Below this is a green button with the text 'Setup new Direct Debit'. At the bottom, it says 'Should you have any questions, please do not hesitate to contact us.' and 'Kind Regards Club Treasurer Wigston Willow Football Club'.

Image 2.

A web form titled 'Set up a Direct Debit with Wigston Willow FC'. It includes a section for 'Automatic Invoice payments to WIGSTON WILLOW FOOTBALL CLUB' with a note: 'Your Direct Debit will be set up now but we'll confirm the amount and let you know before future payments are taken.' Below this is a dropdown for 'Country of residence' set to 'United Kingdom'. Then a section for 'Your personal details' with input fields for 'First name' and 'Last name', and a link 'or click here to use a company name'. Next is an 'Email address' field with a note 'We'll only use this to keep you updated about your payment'. Then a 'Billing address' section with a note 'Start typing your postcode and select' and a link 'or click here to enter your address manually'. At the bottom is a 'Continue' button.

2.2 CASH

Cash payments are at the discretion of each team. You should check with your team if they accept cash in advance. Some sort of receipt should be provided by the team official receiving the cash.

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2.3 STANDING ORDER/BANK TRANSFER

You can set up a standing order for you subs or make bank transfers using the bank account below and referencing player name. Payments will always be tagged to oldest invoices.

Account Name	Wigston Willow Football Club
Account Number	50353868
Sort Code	30-98-97

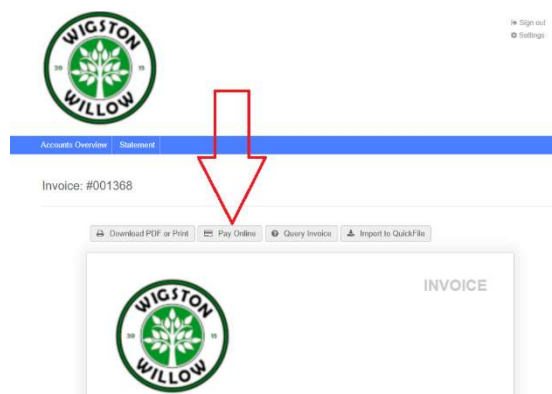
2.4 PAYING INVOICE DIRECTLY

You can pay an invoice directly online by clicking on link in email (see image 1.), clicking on 'Pay Online' (see image 2.) and following the payment instructions.

Image 1.



Image 2



3.EXEMPTIONS/REDUCTIONS

The team manager and club must both authorise reduced or exemptions in subs so any request for a reduction or exemption should be discussed with your team manager who'll then forward this request to the club for approval.

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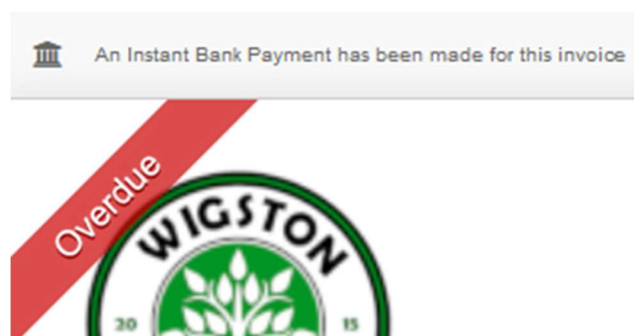
4. CHECKING YOUR BALANCE

It is the player/parent's responsibility to keep up to date with subs. If invoices aren't being received, you should contact the club as they will still be due. To check your account balance you can either view your statement via any invoice or request from the club treasurer (see 'Contacting the Club'). Please be aware that payments may take time to process.

See screenshot below for where to click to find your statement on any invoice.



NB. There is an occasional snag with the accounting system where payments sometimes aren't recorded (see image below). If you find that this is the case, just let the treasurer know and they'll happily make sure that the payment is recorded.



5. TRAINING ONLY MEMBERSHIP

Training only members may be offered a discount by teams. Training only fees are set by the team.



6. NON/LATE PAYMENT OF SUBS

The club will send automatic invoice reminders and teams may chase members for subs. Either the club and team may at their discretion cancel any membership for players that are in arrears and have not contacted the club to discuss. Non-payment of subs will affect the team budget and teams in unsustainable arrears may be folded by the club at the clubs' discretion.

7. PAYMENT HOLIDAYS

If a player will be unavailable for a significant period e.g. injury, then the member may request a payment holiday with the team manager. If the team manager accepts this request, they will then forward the request to the club management for approval.

8. TRANSFER FEES

A player transferring from another club must pay their signing on fee directly.

9. REFUNDS

9.1 Overpayments

The club is not bound to provide refunds. If overpayment is made in error the club will typically credit the members account for future payments, although the club will consider any request for reversal of overpaid subs.

9.2 Players leaving

If a player leaves, no refund will be given for partial months. If a member has paid for future months the club may reimburse at the clubs' discretion.

9.3 Loss of services

Value of subs reflect the general cost of providing activities of a football team throughout the season. It is expected that some weeks/months may be more active than others. It is also expected that activities provided will be subject to numerous factors e.g. adverse weather. Any significant loss of service will most probably result in team expenses being reduced therefore it would be expected that there is more funds available to distribute on events/tournaments/equipment etc to offset any loss of service.



10. WHAT IS/ISN'T INCLUDED IN SUBS

10.1 Included in Subs

The default club subs will cover the essentials for playing football: pitch fees, essential equipment, ref fees, FA and league affiliation fees, insurance and 3G training facilities through October – March (if 3G premium included in team subs)

10.2 Not Necessarily Included in Subs*

Non-obligatory tournaments and competitions, social events including end of season awards, equipment outside what's considered essential, playing/training kit.

**These items aren't automatically included in subs but can be provided if the team has a surplus of funds from the previous season.*

11. REGISTRATION OF PLAYERS WITH OUTSTANDING BALANCES

The club/a team may refuse registration to any player with an outstanding balance.

12. CONTACTING THE CLUB

Feel free to contact the club at any time: 24 hours a day, 365 days a year by either:



WhatsApp: 07939946746



info@wigston-willow.com

Please be aware that the phone number is a WhatsApp message only number so text messages/calls may not be answered.

The club WhatsApp & email isn't always monitored so please be patient with responses.

13. MEDICAL INFORMATION

Any relevant medical information should be recorded on your child's FA account. Please update by following the link below, scrolling down to 'Medical information' and clicking on the edit button (image A) and describing any relevant medical conditions (Image B).

<https://myaccount.thefa.com/#/account-management/profile>

Image A

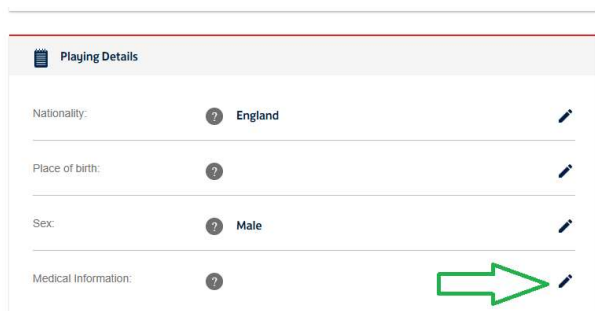
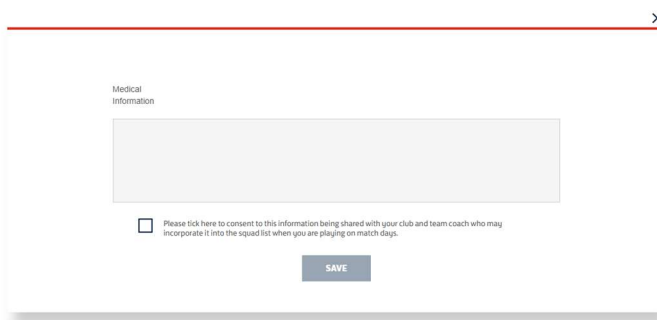


Image B



14. COMPLAINTS & APPEALS

Any team specific complaint should in the first instance be attempted to be dealt with within that team. If this isn't possible, e.g. no resolution can be sought or the complaint is against the team itself then the complaint should be escalated to the club by using the contact details in section 12. The club will then deal with the complaint within its workflow. You may appeal against a decision in which case the club may put to a club vote and must put to a club vote when you have the support of a minimum 25% of teams at the club at the time of lodging an appeal, see section 6. of the constitution. Appeals should be sent to the club by email, listing the supporting teams. If an appeal is accepted, both cases will be issued to all team managers for a club vote as per section 6. Of the constitution. If no resolution can be sought between the club and the complainant the complaint may be escalated to County FA using the contact details on their website.

15. PHOTO CONSENT

The club assumes 'implied acceptance' when it comes to consent for photos/videos to be taken and published of youth players. The club should be notified if, for whatever reason, you do not want your child to be photographed and/or have their photograph/video of published by the club. See the clubs 'Photographing & Filming Children Policy'.



16. KIT

The club doesn't supply playing or training kit. You should discuss with your team manager the teams kit arrangement.

17. MATCH-DAY RESPONSIBILITIES

All team members (or parents of) have a responsibility to help set up and clear down on match-days. This could include: setting up and clearing down goals, respect barriers, corner flags, checking the pitch for hazards etc.

18. CLUB POLICES

All club policies can be found on the 'Documents & Policies' page of website: <https://wigston-willow.com/documents-%26-policies>.

By registering to the club you agree to adhere to these policies.

19. PLAYER REGISTRATION

Player registration requires:

- A) Club registration
- B) Team registration

19.1 Club Registration

All players will need to be registered with the club by clicking on the link below and following instructions:

<https://players.thefa.com/#/clubs/84505/welcome?clubName=Wigston%20Willow>

Each player should have a photograph that meets the following guidelines:

- This should be an acceptable passport quality current photograph
- Not older than two years
- Taken against a pale background
- There should be no one else in the photo
- Player should be looking into the camera
- No hats, caps, or sunglasses
- A new photograph is required at U7, U9, U11, U13, U16 and open age/adult football.
- When uploading an image to the player portal please ensure the head fills the space.
-

You will also need a phone number on your account.

You can check your child's profile and add a photo or a phone number to your own account by using the link below:

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<https://myaccount.thefa.com/#/account-management/profile>.

19.2 Team Registration

Once your child has an FA account and has joined the club you'll need to register him/her to their respective team by completing the form in the link below:

<https://form.jotform.com/240636136509355>.

Thanks for choosing Wigston Willow!!!