

# Refunds & Reimbursements 2019 Player FAQ's

## Frequently Asked Questions for Players

**Changing Clubs - Refunds and Reimbursements.** (Please refer to flowchart and Policy for more information)

### 1. Can I change clubs during the season?

Yes - A player can register for no more than 3 Clubs in each form ( e.g. Outdoor/Social/NPL/Futsal ) of the game during one Season (i.e. leaving one Club and registering with an alternative Club). During this time, the Player can only play in Matches for 2 Clubs in each form of the game.

### 2. How do I change Clubs if I am active in PlayFootball?

As a player you need to log in to your Football Account. This is found under Manage my Registrations in the participant portal \ Activity menu \ Registrations \ Click De-register. This must be accepted and approved by the Club and the Zone. If the Club does not process the application it will automatically be approved by the Zone after 7 days. Then you are free to register at the new club. You may also request that the club you are leaving initiates this request.

### 3. How do I change Clubs if I am Awaiting Approval/Payment in PlayFootball?

The Club you are leaving need to Decline/Reject your Registration and then you can Register at the New Club.

### 4. Why do I have to pay the new club in full before the old club will reimburse me?

This is to ensure that you have paid the Governing Body and Insurance fees once for each season and for each form of the game. It is also to allow the club you are leaving to deduct any applicable fees for the time you have been at that club.

Once you have paid the NEW club and given evidence of this to the OLD club then the OLD club can provide a refund.

NOTE – if you apply for a refund as if you are LEAVING the game altogether - it is a different process and the main requirement is that :

- you have **not** participated in a match
- it is within 6 weeks of the competition commencement and
- it is submitted before 30 June

5. I am changing clubs but I paid online – do you refund my credit card?

No – the club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

6. I am changing clubs and paid the club direct – how do I get my refund?

The club will refund you in full as per the policy in FAQ 3 above. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

**Leaving Football - Refunds and Reimbursements.** (Please refer to flowchart and policy for more information)

1. I've changed my mind and want a refund – I ***paid online*** on PlayFootball.

To be eligible for a refund you must :

- be ACTIVE in PlayFootball
- have NOT participated in a match or show on a match sheet
- have applied within 6 weeks of competition commencement ( your Zone can confirm this information) OR
- and you must apply before 30 June

If **any of the above criteria is NOT met** then you are not eligible for a refund.

If you fulfil the above criteria then As a player you need to log in to your Football Account. This is found under Manage my Registrations in the participant portal \ Activity menu \ Registrations \ Click De-register. This must be accepted and approved by the Club and the Zone. The Club is required to gain approval of the Refund by Football Queensland and you and the Club will advised if this is approved. Once this has been approved the Club can initiate the refund. You may also request that the club you are leaving initiates this request.

2. I've changed my mind and want a refund – I ***paid the club directly***.

To be eligible for a refund you must :

- be ACTIVE in PlayFootball



- have NOT participated in a match or show on a match sheet
- have applied within 6 weeks of competition commencement ( your Zone can confirm this information) OR
- and you must apply before 30 June

If **any of the above criteria is NOT met** then you are not eligible for a refund.

If you fulfil the above criteria then you as a player you need to log in to your Football Account. This is found under Manage my Registrations in the participant portal \ Activity menu \ Registrations \ Click De-register. This must be accepted and approved by the Club and the Zone. The Club is required to gain approval of the Refund by Football Queensland and you and the Club will advised if this is approved. Once this has been approved the Club can initiate the refund. You may also request that the club you are leaving initiates this request.

3. I've changed my mind and want a refund – I ***paid the club online*** but I am not ACTIVE in PlayFootball

The Club will need to DECLINE/REJECT your registration and then they can refund you according to the refund policy guidelines. The form of the refund is at the discretion of the club but they will use their best endeavours to provide the refund in the form requested.

4. I've changed my mind and want a refund – I ***paid the club directly*** but I am not ACTIVE in PlayFootball

The Club will need to DECLINE/REJECT your registration and then they can refund you the funds you paid to the club according to the Club refund policy guidelines.