



Refund Policy

Effective Date: January 2025

1. Introduction

This policy outlines Northern NSW Football's (NNSWF) approach to refunds of registration fees for participants who register to play football and pay using the National Online Registration System (PlayFootball) and subsequently de-register or have their registration request declined.

1.1. The policy applies to the refund of:

- 1.1.1** Governing Body Fees, specifically the Member Federation Registration Fee (MFRF) which is the component of registration fees set by NNSWF as a Member Federation of Football Australia.
- 1.1.2** The refund of fees imposed by other football bodies including Football Australia, Member Zones and Clubs, need to be considered in line with their respective refund policies.

This policy aligns with the Football Australia National Registration Fee Refund Policy (NRFRP) and the National Registration, Status, and Transfer Regulations (NRSTRs).

2. Objectives

2.1. The objectives of this policy are to:

- 2.1.1.** Clarify the eligibility criteria for refunds of the MFRF and other components.
- 2.1.2.** Promote consistency across refund policies implemented by the various Football Entities.



2.1.3. Provide a clear process for participants to request a refund of the MFRF.

2.1.4. Ensure adherence to relevant consumer protection laws.

3. Eligibility for Refunds

3.1. National Registration Fee (NRF)

3.1.1. Responsible Entity: Football Australia (FA)

A refund of the NRF component of registration fees will only be granted by Football Australia under the circumstances outlined within the NRFRP.

FA is responsible for the delivery of the NRFRP and makes all decisions regarding refunds of the NRF component.

3.2. Member Federation Registration Fees

3.2.1. Responsible Entity: Northern NSW Football (NNSWF)

A refund of the MFRF and other NNSWF levies will only be considered under the following circumstances:

- 3.2.1.1.** The participant has not been made "Active", has successfully de-registered, or has had their registration request declined in PlayFootball.

In addition, a refund will only be considered if:

- 3.2.1.2.** The participant has not participated in any capacity in activities organised by a Football Entity including NNSWF, a Member Zone or a Club, including training, friendly or competition match play, or officiating; and



3.2.1.3. The participant has not claimed or does not intend to initiate a claim under the relevant insurance policies provided by NNSWF.

Refunds for the MFRF may be subject to proportional deductions for administrative fees unless required by law. NNSWF's decision on refunds is final, except where required by law.

4. Member Zone and Club Fees

4.1. Responsible Entity: Member Zones and Clubs

Refunds for Member Zone and Club fees are governed by their respective policies:

4.1.1. Member Zones: Each Member Zone is responsible for assessing and processing refund requests aligned to their respective Member Zone Fees according to their respective local refund policies. NNSWF does not intervene in this process.

4.1.2. Clubs: Each club is responsible for assessing and processing refund requests aligned to their respective club Fees according to their local refund policies. NNSWF does not intervene in this process.

5. Procedure for Applying for a Refund

Participants seeking a refund must adhere to the following process:

5.1. Submit Request:

5.1.1. Initiate a refund request within PlayFootball.

5.1.2. Provide all necessary supporting documents and evidence as prompted by PlayFootball.

5.2. Review and Assessment by Football Entities:



5.2.1. The Club, Member Zone, NNSWF and Football Australia review and assess refund eligibility for their respective components of the registration fee.

5.3. Approval and Payment:

5.3.1. Approved refunds are processed by Football Australia and repaid to the original card used for the initial registration payment.

6. Timelines and Administration

The following outlines the process and responsibilities for refund requests submitted through PlayFootball. All Football Entities implicated in refund requests must act promptly to facilitate the timely and efficient completion of approved refunds. Please note that all refund amounts are processed and paid by Football Australia directly to the original card used for the initial registration payment.

6.1. Northern NSW Football

6.1.1. NNSWF will assess refund requests relating to the MFRF without unnecessary delay to support the efficient processing of refunds.

6.2. Football Australia

6.2.1. Football Australia will review and finalise assessments relating to NRF refund requests in accordance with its national refund policy without unnecessary delay to support the efficient processing of refunds.

6.2.2. FA will disburse all approved refunds directly to the card used to pay the original registration.

7. Exceptional Circumstances

Responsible Entity: Each Football Entity



7.1. Exceptional circumstances must be assessed individually by each Football Entity.

8. Final Provisions

8.1. Amendments

NNSWF may update or amend this policy periodically to reflect changes in regulations or operational requirements. Updates will be communicated via the NNSWF website.

9. References

- [Football Australia National Registration Fee Refund Policy](#)

Version Control			
Version	Author	Date	Changes
1.0	NNSWF	10/1/25	Creation