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Player Payments & Refunds Policy

PURPOSE

The purpose of this policy is to provide members with an awareness of how payer payments are judiciously used to run Gungahlin United Football Club and knowledge of the Club's policy on refunds.

REGISTRATIONS

To be eligible to play each season, a player must make a payment via [Play Football](#) when completing your registration.

GUFC absorbs any credit card fees paid via Play Football.

If there are any problems with your payment, please contact the treasurer@gufc.org.au

COSTS TO RUN A CLUB

All GUFC revenue raised through registration payments, sponsorship and other means is directed towards payments to the ACT Government, payments to Capital Football and the general costs of running the club.

A rough guide to the breakdown of revenue is:

1. 35% to Capital Football and FFA costs, including insurance.
2. 25%-30% ACT Sports and Recreation field and facilities hire for training & home grounds during the trials and winter season.
3. 12% Playing shirts
4. 6% Equipment
5. 9% Presentation and trophies
6. 18% Club administration which comprises planned costs for equipment maintenance & replacement, coaching & technical development, ground maintenance not covered by ACT Sports and Recreation, replacement of loans uniforms such as goalkeeper jerseys, away strips and loan shirts and other general costs of running a club.

Each year, depending on accuracy of budget forecasts for player numbers and any unforeseen events, the club will run at a small surplus or deficit.

2019 Notes:

Based on strong community feedback the cost of shorts and socks have been removed from registration payments so that parents do not have to purchase these items each year.

Referee fees have also been removed which is in line with how these payments are managed by most other GUFC clubs throughout Australia. The benefits of this include:

- making the GUFC administrative processes simpler for our volunteers, and

- ensuring accurate referee budgeting for the GUFC.

REQUESTING A REFUND

As players begin grading with GUFC, the club is subject to various charges for grounds bookings, insurance and other administrative costs. Once the season is underway there is an increased cost to the club per person.

If a player withdraws...	Then...
Up until the first week of competition	There is a \$20 administrative fee and the cost of the uniform, if the Club has placed the order.
After the first week of competition and up until 31 st May	There is an administrative fee of up to 50% of the registration fee.
After 31 st May	They are not eligible for a refund.

REFUND PROCESS

The table below describes the process for refunds for registration. No refunds will be granted purely on the basis of a verbal conversation.

Stage	Who	Action
1.	Player	Complete the Refund Request Form and email to treasurer@gufc.org.au.
2.	Treasurer	Receives request for refund and presents at next Executive meeting.
3	Executive	Reviews and ratifies request for refund.
4.	Treasurer	Advices player of outcome and if applicable, processes refund.

Note: The GUFC Executive meets once per month.

UNIFORM ORDER

If you receive an incorrect uniform and it is the mistake of the Club or our supplier, then you will be issued new uniform at no extra cost.

If, however, the sizing or the print is incorrect and it is in accordance with the order submitted to the Club, then the cost to purchase a replacement will be the responsibility of the member.