



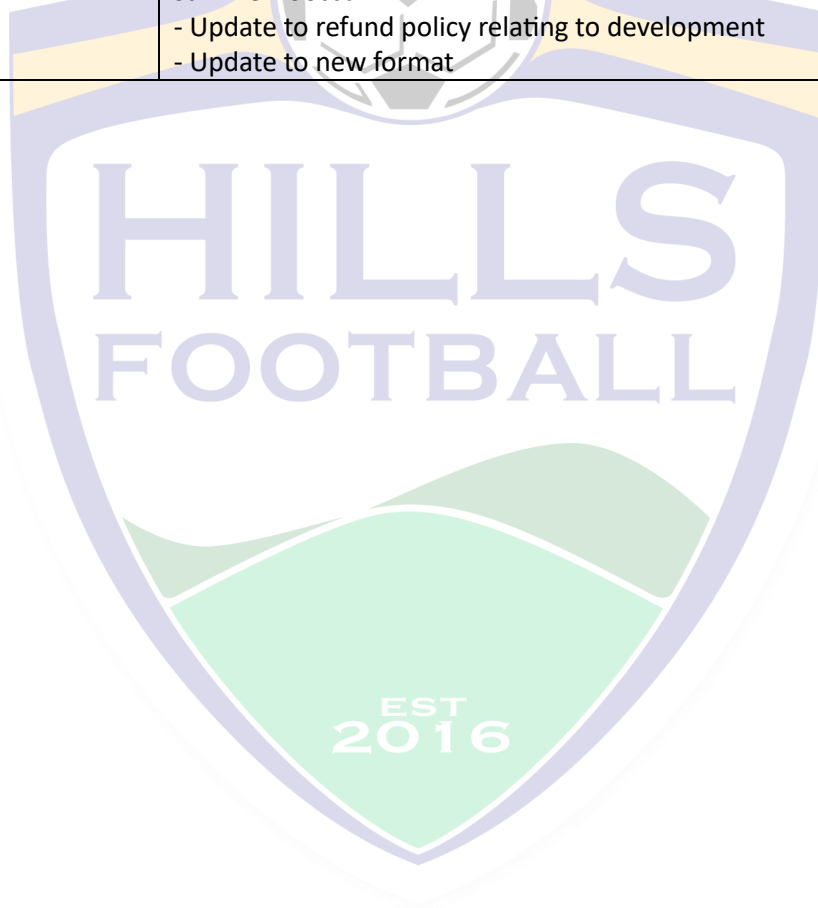
Hills Football Incorporated Refund Policy

<https://hillsfootball.com.au/resources/>



Hills Football **Incorporated** Refund Policy

Revision	Date	Notes
1.0	22 nd Mar 2018	New document.
1.1	26 th Oct 2018	Inclusion of revision table and formatting.
1.2	6 th Aug 2020	Clarity of individual programs and further information
1.3	20 th November	<ul style="list-style-type: none">- Update of winter football refund policy to align with updated payment splitting introduced with PlayFootball 2.0 for winter and summer football.- Update to refund policy relating to development- Update to new format





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HILLS FOOTBALL REFUND POLICY

The intent of this policy is to provide clarity on the refund policy for all Hills Football Incorporated programs. For clarity, when referring to refunds, Hills Football can only provide the Hills Football portion of the fees paid. For the Football Australia, Football NSW & Club portion of the Registration fee please refer to the organisations relevant refund policy.

1. Winter Season Football

For Winter Football, if a player deregisters prior to team nominations closing, the Member will be entitled to a refund of 100% of the HFI portion of the fees paid.

If a player deregisters after the closing of team nominations, the member will NOT be entitled to a refund of the HFI portion of the fees paid.

All refund requests must be made by deregistering in the approved registration platform. Refunds will be considered on the date of receipt.

Refunds for Winter Football Season will ONLY be accepted in these conditions:

- The member club cannot place a player into a suitable team.
- The player becomes injured or ill and is predicted he/she will not play again this season.
- A player is selected to play in a HFI representative team.

Note: to be covered for insurance under Football NSW's insurance policy. A player MUST remain registered.

2. Summer Season Football

For Summer Season Football, refunds will be considered on a case by case scenario. In the situation where the uniform has been ordered, there will be no refund of the uniform cost.

If a team registers and the competition does not go ahead (due to a lack of numbers within that competition), all players will be offered a full refund.

3. Hills Football Development Programs

Hills Football will provide refunds to individual participants of the Hills Football Development Programs including but not limited to Little Legends, Academy, Female Football Programs, Coach Education, Player Pathway Programs delivered by the Association under the following standards:

3.1 Little Legends

HFI operated centres (e.g. sessions operated at the Bella Vista office)

- Make up sessions will be available to participants that miss sessions (in replacement of a refund) however make up sessions must be conducted within the same term, and will only be provided if reasoning is provided prior to the missed session. Make up sessions are also



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subject to availability (i.e. if sessions are at capacity, a make up session is unavailable for that session)

External operated centres (e.g. day care centres)

- No make up sessions will be available if child misses a session due to unavailability
- If the centre cancels the session, the centre must notify HFI with a minimum of 24 hours' notice, and there is no obligation to make up that session.
- Session cancellations due to weather are under no obligation to be made up however HFI will endeavour to arrange a make up where possible.

Refund Amount – Little Legends

For any approved refund, the following formula will be applied:

(Total cost of registration + uniform cost) – Admin cost (20% of total cost of registration) – sessions the participant was enrolled for before making request = eligible refund amount

3.2 Academy & Female Football Programs

- Make up sessions will be available to participants that miss any sessions (in replacement of a refund) however, make up must be conducted within the same term of the original missed session.
- A maximum amount of 3 make up sessions will be provided to participants within the same term.
- Make up sessions are also subject to availability (i.e. if sessions are at capacity, a make up session is unavailable for that session)
- Session cancellations due to weather are under no obligation to be made up however HFI will endeavour to arrange a make up as possible

Refund Amount – Academy & Female Football Programs

For any approved refund the following formula will be applied:

(Total cost of registration + uniform cost) – Admin cost (20% of total cost of registration) – sessions the participant was enrolled for before making request = eligible refund amount

4. Coach Education

- When a registered participant provides written notice greater than 24 hours before the commencement of the course a full refund is available.
- Within 24 hours of the start of the course and throughout the duration of the course, no refunds will be provided. Participants are able to make up their remaining hours on a different course as long as it is for the same qualification.
- If HFI cancels the course all participants are entitled to a full refund.



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5. Referees

In the case of any referee deregistering and requesting a refund, any refund request will be managed in accordance with the following:

- Hills Football is unable to refund any credit card processing fee that may be incurred at time of registration.
- If a referee deregisters without officiating any match for Hills Football, the referee is entitled to a 100% refund of the Hills Football component of the fee so long as the deregistration request is submitted prior to June 30.
- If a referee deregisters after officiating a match for Hills Football, the referee is not entitled to a refund
- Refunds for uniforms and equipment will be reviewed on a case-by-case basis with requests sent to the respective Hills Football administrator.
- When less than 85% referee coverage within a season (Club/team), Club refunds or additional expenditure will be reviewed.

6. Late registrations for any program

- Late registrations are permitted to all programs at the discretion of HFI and current availability.
- All late registration prices will be charged the same as registrations prior to the start of the program. Where available make up sessions will be provided to accounted for the missing sessions. Make up sessions need to be completed under the same standards above in relation to each specific program.

7. Force Majeure

- In the first instance make up sessions will be provided.
- If participants do not attend make up lessons no further will be provided and no refund is available.
- If the participant wishes to request a refund prior to the makeup lessons the following formula will be used to collate the refund amount:

(Total cost of registration + uniform cost) – Admin cost (20% of total cost of registration-uniform cost) – sessions the participant was enrolled for before making request = eligible refund amount

8. Pathways Program

No refunds are provided.

9. Active Kids and Other Vouchers

Hills Football is not able to refund, reinstate or reactivate Active Kids or other Vouchers. In the event of one of the above refunds being processed all sums will be calculated less the amount of the voucher total.