

REVISION	DATE	Notes
1.0	22 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

The intent of this policy is to provide clarity around refunds to Member Clubs for Winter Season Football, Individual teams for Summer Season Football, individuals for programs such as Little Legends, Player Development Programs and Holiday Clinics.

Winter Season Football

For clarity, when referring to refunds, Hills Football can only provide the Hills Football portion of the fees paid. For Winter Season Football, only HFI Member Clubs may request a refund.

If a player deregisters prior to the commencement of the 1st competition round, the club will be entitled to a 70% refund of the HFI portion of the fees paid.

If a player deregisters prior to the 30th June and after the first competition round, the club will be entitled to a 30% refund of the HFI portion of the fees paid.

If a player deregisters after the 1st July, the club will NOT be entitled to a refund of the HFI portion of the fees paid.

All refund requests must be made to the HFI Competitions Manager. 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 NSWs insurance policy. A player MUST remain registered.

Summer Season Football

For Summer Season Football, refunds will be considered for teams only. Individuals within teams may not receive a refund from Hills Football directly.

If a team registers and the competition does not go ahead (due to a lack of numbers within that competition).

If an individual player decides not to play, they will not be eligible for a refund from Hills Football directly. This should be brought up with your team and team manager.

Individual Programs

Hills Football will provide refunds to individual participants of Clinics, Development Programs and other bespoke programs such as Little Legends delivered by the Association under the following standards:

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 makes up must be conducted within 3 weeks of the original missed session.
- Make up sessions can not continue over into the next term.
- Make up sessions are also subject to availability

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

- No make up sessions will be available if child misses as 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 cancelations due to weather are under no obligation to be made up however HFI will endeavour to arrange a make up where possible.

Refund Amount

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

(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

Player Development Program

- Make up sessions will be available to participants that miss any sessions (in replacement of a refund) however, makes up must be conducted within the same term of the original missed session.
- Make up sessions are also subject to availability
- Session cancelations due to weather are under no obligation to be made up however HFI will endeavour to arrange a make up as possible.

Refund Amount

For any approved refund the following formula will be applied.

(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

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.

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.

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 make up 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

Pathway Programs

No refunds will be provided

Active Kids and Other Vouchers

Hills Football are not able to refund or re-instate or re-activate 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.