



NEPEAN FOOTBALL ASSOCIATION INC.

Nepean Football Association Inc. (NFA) – Player Deregistration Refund Policy

Purpose: To set out consistent requirements for player deregistration, administration fees, and refunds.

Scope: This Policy applies to all registered players and all member clubs of Nepean Football Association Inc. (NFA) for each registration season, including any registrations processed via the NFA's nominated registration system(s).

Definitions:

Association means Nepean Football Association Inc. (NFA).

Club means a member club of the NFA.

Player means any person registered to a club in an NFA competition.

Deregistration means cancellation of a player's registration after it has been accepted/processed by the NFA.

Competition Commencement means the date determined by the NFA for the start of competition matches.

Match sheet means an official team sheet for an NFA match (including any electronic equivalent).

Effective date and review: This Policy takes effect on the date published by the NFA and is reviewed annually (or earlier if required).

1. Policy Statement

The NFA may charge an administration fee when a player is deregistered, in order to recover reasonable costs incurred in processing registrations and deregistration. This Policy sets out when that fee applies and when refunds may be payable.

2. NFA Deregistration Administration Fee

- a) Where a registration has **not** been created in error by the NFA, and where **any processing stage has commenced at Association level**, an NFA deregistration administration fee of **\$16.50** (incl. GST, if applicable) will be charged to the club deregistering the player.
- b) The NFA deregistration administration fee is charged to cover staff wages and consumables used in the processing and production of registrations and the subsequent deregistration process. The fee is **not negotiable**.
- c) The administration fee is deducted from the refund amount in Play Football prior to the approval of any refund. The refund payable to the player will be reduced by **\$16.50**.



NEPEAN FOOTBALL ASSOCIATION INC.

- d) The NFA will notify clubs of applicable registration fees and the NFA deregistration administration fee prior to the commencement of each registration season.
- e) The NFA deregistration administration fee is disclosed annually in the NFA's Terms and Conditions, which must be accepted by the player at the time of registration.
- f) Registrations will only be accepted subject to those Terms and Conditions.

3. Refund eligibility and key rules

- a) The NFA deregistration administration fee becomes applicable once the processing of a registration has commenced and competition has commenced.
- b) Registration refunds are **not** payable if the player has appeared on a match sheet as **“Present”** at any time during the season.

4. Club deregistration fees and disclosure obligations

- a) A club may, at its discretion, include a reasonable non-refundable component in its own deregistration fee where the deregistration is due to the player's change of mind.
- b) Where a club is not able to accommodate a registration after initially accepting it, the **NFA considers it inappropriate for the club to charge a club deregistration fee** in those circumstances.
- c) The NFA recognises that clubs may incur expenses and use consumables when processing registrations. For that reason, the NFA considers it reasonable for a club to retain a small portion of a registration fee to compensate for such outlay, provided it is fair and properly and clearly disclosed to members prior to them entering into a registration agreement with the club.
- d) Any club non-refundable component must be reasonable and must be clearly disclosed to prospective players at the time of registration (including within the club's terms and conditions available through the registration system and in print at registration venues, where applicable). If, following investigation, a club is found to have failed to disclose a club deregistration administration charge, the club will be required to refund the undisclosed amount to the player.



NEPEAN FOOTBALL ASSOCIATION INC.

5. Hardship and extenuating circumstances

In cases of extreme hardship or other extenuating circumstances, a deregistering player may apply to the NFA for consideration of a waiver or release from the requirement to pay the NFA deregistration administration fee. The NFA will consider applications on a case-by-case basis. In such cases the association will not consider a registrants opinion on the merits of this policy and will only consider cases of hardship or extenuating circumstances will be given due consideration.

6. Administration and compliance

- a) Clubs must cooperate with reasonable requests from the NFA to verify refund eligibility, including providing match sheet evidence and proof of disclosure of any club non-refundable component.
- b) The NFA may investigate complaints regarding undisclosed club fees and may direct corrective action consistent with this Policy.
- c) This Policy is to be read in conjunction with the NFA's annual Terms and Conditions and any competition rules in force from time to time.
- d) Where there is any inconsistency, the NFA will determine the applicable requirement to the extent permitted by law.

7. Authority and approval

Approved by: Chief Executive Officer (CEO), Nepean Football Association Inc.

Authorised officer: Linda Cerone, CEO

Review cycle: Annually

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