White City SC: Refund Policy

1. Registration Process and Fees

White City Soccer Club (WCSC) relies on registration fees to remain operational and financially sustainable. These fees serve as the club's primary source of income and are essential for covering key expenses, including:

- Playing and training facilities
- Training and game equipment
- Coaching staff
- Affiliation and referee fees
- Insurance
- Trophies and awards
- Additional administrative and operational costs

Upon confirmation of a player's placement within a team, the parent or guardian must complete the registration process using the **Club 360Player application** and the official **PlayFootball website.**

Registration Link: https://www.playfootball.com.au

Registration fees may be paid either in full at the time of the placement fee payment, or in three instalments as outlined below. Regardless of the payment method chosen, **all fees must be settled in full prior to the player's first match**, whether it is a trial or a competitive game. The fees are structured in three parts:

- Placement Fee: A non-refundable fee due when a player accepts an offer to join a team.
- Teamwear Sizing Fee: Payable before the player submits their teamwear sizing form.
- PlayFootball Registration and Amenities Fee: Payable during the official PlayFootball registration process.

Please note that the PlayFootball registration amount is determined by Football NSW. Any refund of fees paid directly to PlayFootball is subject to their specific refund policy, which can be found here: **20241126-LEG-Refund-Policy-2025.pdf**

2. Non-Refundable Fees

To secure a player's position on a team, the following non-refundable payments are required:

- **$200 - Placement Fee**: This payment is required upon acceptance of a player's placement on a team.
- **$300 - Teamwear Fee**: This payment is due when teamwear sizing is completed. This applies to all new and returning players.

These payments are strictly non-refundable under any circumstances, including but not limited to voluntary withdrawal, injury, illness, or incomplete registration. This policy is implemented because these fees cannot be refunded and are not retained by the club.

3. Payment Plans and Special Circumstances

We understand that financial difficulties can arise. Members requiring financial assistance are encouraged to contact the Club Secretary in writing at secretary@whitecitysc.com. All requests will be treated with strict confidentiality and reviewed on a case-by-case basis.

In exceptional cases, an instalment plan may be arranged. A formal written request must be submitted to the Club Secretary and subsequently approved by the Club Treasurer. Approval is at the discretion of the club and is based on extenuating circumstances.

4. Refund Policy

Refunds are only considered under the specific circumstances outlined below.

On the rare occasion where the club is unable to place a registered player in a team, a full refund of all monies paid will be made.

4.1 When Refunds May Apply

A pro-rata refund (excluding the non-refundable $200 placement fee and $300 teamwear fee) will only be considered in the following situations:

- Season-Ending Injury or Illness: A request must be submitted in writing with a supporting medical certificate before two-thirds of the season's scheduled matches have been played.
- Relocation: A player's family relocates to another city or interstate before the mid-point of the season. A written request is required.
- Club Unable to Place a Player: If the club is unable to place a registered player in a suitable team, a full refund of all fees paid to the club will be issued.

4.2 When Refunds Do Not Apply

No refunds will be issued under the following circumstances:

- Voluntary Withdrawal: A player withdraws for reasons including, but not limited to, disagreements with teammates, disputes with coaches or club officials, conflicts between parents, or a general change of mind.
- Breach of Code of Conduct: A player is de-registered for disciplinary reasons or for violating the club's code of conduct.

- Late-Season Withdrawal: A player withdraws for any reason after two-thirds of the season's fixtures have been completed.

5. Refund Request Procedure

All refund requests must be submitted in writing to the Club Secretary at secretary@whitecitysc.com. Please ensure your request includes the player's full name and all relevant supporting documentation (e.g., medical certificates, proof of relocation). The club committee will review the request and provide a decision in a timely manner.