



Immanuel Football Club

REFUND POLICY

By completing your players' registration, you agree to this policy and all it contains.

Before registering we ask you to read the information detailed on our website/facebook page including the "Registration" page and the FAQ's on the "Latest Events" page. All Coaches are volunteer parents, we do not provide paid Coaches. Please don't hesitate to contact our Club's registrar prior to registering if you have any further queries.

1. Where a player has registered but is not offered a place in any team or where a player withdraws their registration prior to "Team Announcement Day" – 100% refund will be given.
2. Once teams are allocated and finalised (from "Team Announcement Day" onwards), no refund will be given.
3. Where a player is registered but is in breach of SCCSA Code of Conduct and membership is subsequently terminated at any time after registration, no refund will be given.
4. Where a player is registered and withdraws membership due to a parent or guardian being in breach of SCCSA Code of Conduct, no refund will be given.
5. We understand that circumstances can change for families including illness, injury or relocation. If special circumstances apply, the request for a refund should be submitted by email to the Club's Treasurer : soccertreasurer@immanuel.qld.edu.au along with supporting documentation (eg. Doctor's certificate).
 - a. The Management Committee will assess the request and has the right to refund only a pro-rated portion of the fees (SCCSA fees already incurred cannot be refunded). An administration fee of \$30 may also apply.
6. In the event a part or full refund is granted, all equipment and uniforms issued to the player by the Club must be returned prior to the refund being issued.
7. In the event you have applied for a Fair Play Voucher, you will be required to pay by credit card for your registration. Once you receive your voucher, please sign it and forward it to the treasurer soccertreasurer@immanuel.qld.edu.au along with your bank details and a refund for the value of the voucher will be arranged.