



6.5.1. Refund Policy

FQPL, FQ ACADEMY, AND METRO ACADEMY

These programs are player identified (by selection only). Players successfully selected for the relevant program will receive a letter of offer when they receive a place in the team. Once the letter of offer has been accepted, all deposits and fees are non-refundable.

Specific policies are available in the Letter of Offer players will have received if being successful in being selected for the program.

MINIROOS, FQ METRO, FQ MASTERS (O35/O45)

NO TEAM AVAILABLE FOR PLAYER

In the exceptional circumstance we are unable to place a player in a team due to all squads being full, a full refund will be given for registration fees paid.

CHANGE OF MIND

- Registered but has NOT played in any fixture (pre-season or in-season), grading (in-house or other), carnival or training;
 - Any player deposit collected is non-refundable. Other registration fees paid will be refunded less a further \$100 administration fee less any football association registration fees (FFA/FQ/FB) that are non-refundable.
 - If no player deposit was required - a full refund of registration fees less a \$100 administration fee less any football association registration fees (FFA/FQ/FB) that are non-refundable.
- Registered but has played in any fixture (pre-season or in-season), grading (in-house or other), carnival or training;
 - No refund will be offered.

SERIOUS INJURY

- Injury sustained by a player of a serious nature which results in a significant (more than 70%) games not played.
- Please forward medical reports in writing to be tabled for consideration at the next Executive Committee Meeting.

MERCHANDISE

- Faulty merchandise should be presented with a receipt for proof of purchase for an exchange.
- Merchandise can be exchanged in good faith if the sizing is wrong only if the item is un-worn and a receipt for proof of purchase is presented.
- No refund will be offered unless the merchandise is faulty.

OTHER

- Any exception to the refund policy must be applied for in writing to be tabled for consideration at the next Executive Committee Meeting.
- Season postponement outside of our control - no refunds will be given.
- Season cancellations outside of our control (i.e., cancellations made by FQ) - a refund policy will be issued once we have received final notification of the season cancellation, refunds will consider the following.
 - Whether any training had taken place.
 - Whether any games (pre-season, friendly or fixture related) had taken place.
 - Whether any uniform had been purchased and issued (uniforms cannot be returned, or uniform costs refunded).
 - What club costs had already been incurred.
 - Whether registration fees from footballing bodies (FFA/FQ/FB) will be refundable or not.