



Refund Policy

All requests for refunds must be made in writing to the secretary via email at secretary@mandurahcityfc.com.au. Requests will be assessed by the committee based on individual circumstances.

1. Refund Request Time Frame:

- Refund requests must be submitted within 90 days of the qualifying event or circumstance.

2. Documentation Requirements:

- Refund requests must be accompanied by appropriate documentation or evidence. For example, medical conditions may require a medical certificate or relevant proof.

3. Communication of Refund Decisions:

- The executive committee will review refund requests within 21 days of receiving all required documentation. Decisions will be communicated via email.

4. Appeals Process:

- In the event of disagreement with the committee's decision, an appeals process is available. Details on the appeals process can be obtained by contacting the secretary.

5. Refund Methods:

- Refunds, if approved, will be processed through the original payment method or an alternative method specified by the club. The estimated time for refund issuance is 60 days.

6. Circumstances Beyond Control:

- Special consideration may be given for circumstances beyond a participant's control, such as unexpected life events. These will be reviewed on a case-by-case basis.

7. Parent/Guardian Responsibility:

- Parents or guardians are responsible for understanding and adhering to the refund policy on behalf of their minor participants.

Deposits are non-refundable.

If a refund is deemed appropriate, costs incurred by the club will be deducted from the refundable amount. Costs include, but are not limited to:

- Football West registration fees
- COM player fees
- Merchandise or individual playing kit
- Any other cost already invoiced/paid by the club in the process of approving a player to participate in a competition.



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Football West fees that have already been invoiced to the club are considered a cost and will not be refunded unless Football West agrees to a full or partial refund to the club.

The Football West fees are payable only once in a season upon the initial approved registration of the season. In the event of changing clubs, the new club should not charge the Football West registration fees.

Grounds that may be considered reasonable for a refund may include, but are not guaranteed or limited to:

- Moving from the area.
- Major or season-ending injury.
- Development or identification of personal medical conditions or ailments that prevent further participation in the season.

Refunds or partial refunds will not be entertained for:

- Simply changing your mind.
- Deciding to go to another club.
- Minor injuries that only prohibit short-term participation.

Successful refund requests partway through the season will be fewer firm costs, and the balance will be calculated on a pro rata basis in line with the appropriate season calendar.

The committee's decision will be considered final.

