

## SMJFL PARTICIPANT REFUND POLICY

Policy Number	FIN004	Version	3
Drafted by	Jamie Howden	Approved by Board on	18 June 2025
Responsible person	SMJFL CEO	Scheduled review date	Annually

### PURPOSE

The purpose of this policy is to outline to SMJFL Member Clubs the Participant Refund Policy regarding the SMJFL Administration Fee charged through the PlayHQ participant registration portal.

### POLICY

It is the role of the SMJFL to ensure sound financial practises are in place, including responses to and management of requests for the refund of league associated fees.

The SMJFL recognises that at times there are valid reasons for families to ask for a refund and as such the following policy will be adhered to.

- Any request for a refund of league associated fees, in full or part thereof, must be submitted via the following link: [SMJFL PARTICIPANT REFUND APPLICATION](#)
- Information submitted shall include the reason for the refund and will be verified via the SMJFL affiliated Club Representative and the SMJFL Clubs and Community Lead.
- All refund requests will be reviewed in line with this policy and be at the discretion of the League, with final approval by the SMJFL CEO.
- The outcome of any request will be communicated via email to the person who submitted the application and the corresponding SMJFL affiliated Club Representative.
- The SMJFL will cease accepting Participant Refund Applications post Round 4 of the respective season.

## REFUND TYPES

- A full refund, less any fees payable to associated third parties, such as but not limited to PlayHQ, will be granted up to four (4) weeks prior to the start of Round 1.
- A 50% refund, less any fees payable to associated third parties, such as but not limited to PlayHQ, will be granted within four (4) weeks of the season commencing.
- A full refund will be granted in the instance where a player registers and through no fault of their own, their club does not field a team in that age group.
- A refund will only be paid once the club has confirmed the withdrawal of the player and they take no further part in the season.
- Once the league associated fees have been refunded the player will be made inactive and will be unable to play in the league in that season unless fees are repaid.

## AUTHORISATION

[Signature of CEO]

Jamie Howden  
Chief Executive Officer