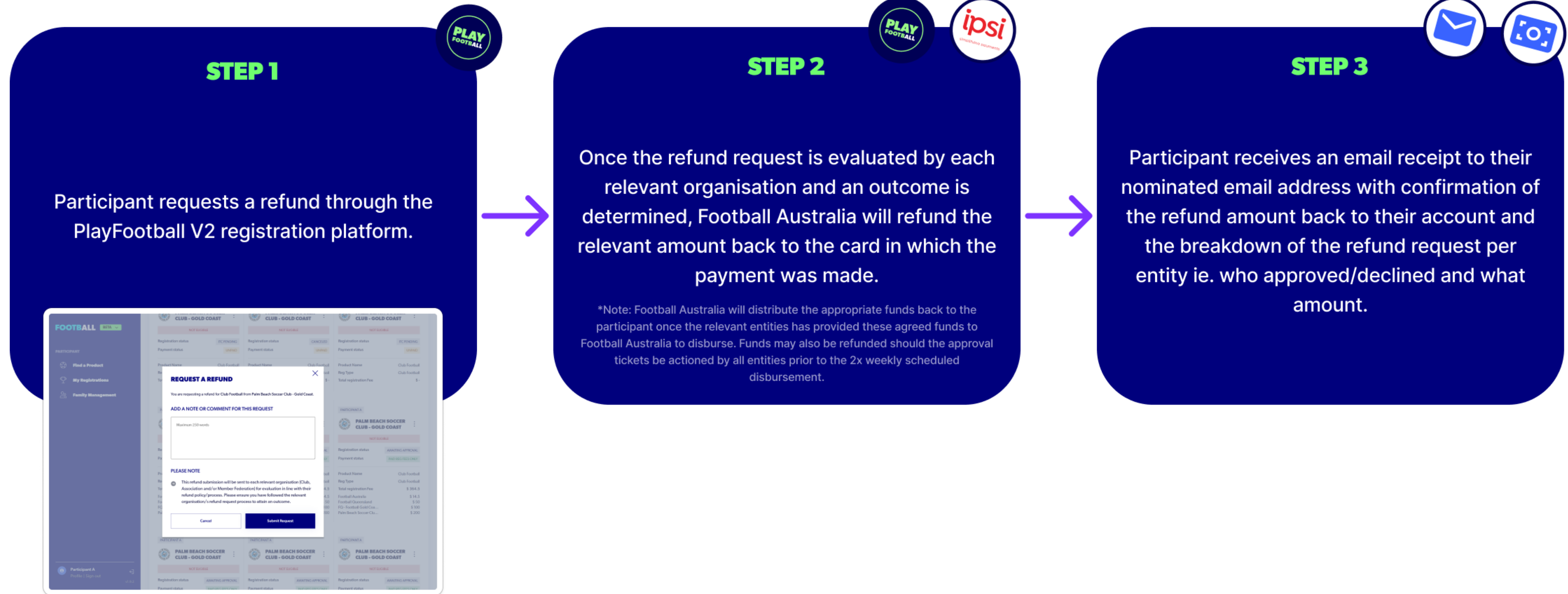


Key Messages

- Refunds need to be made to the card where the transaction was made
- Participants request a Refund in the platform and the request is logged with each party to the transaction for their action
- Each organisation can assess the request and advise of any amounts to be refunded
- Football Australia will have team members Monday – Friday to manage the Refunds, though not all the actions sit with Football Australia
- Football Australia's refund policy can be found [here](#)

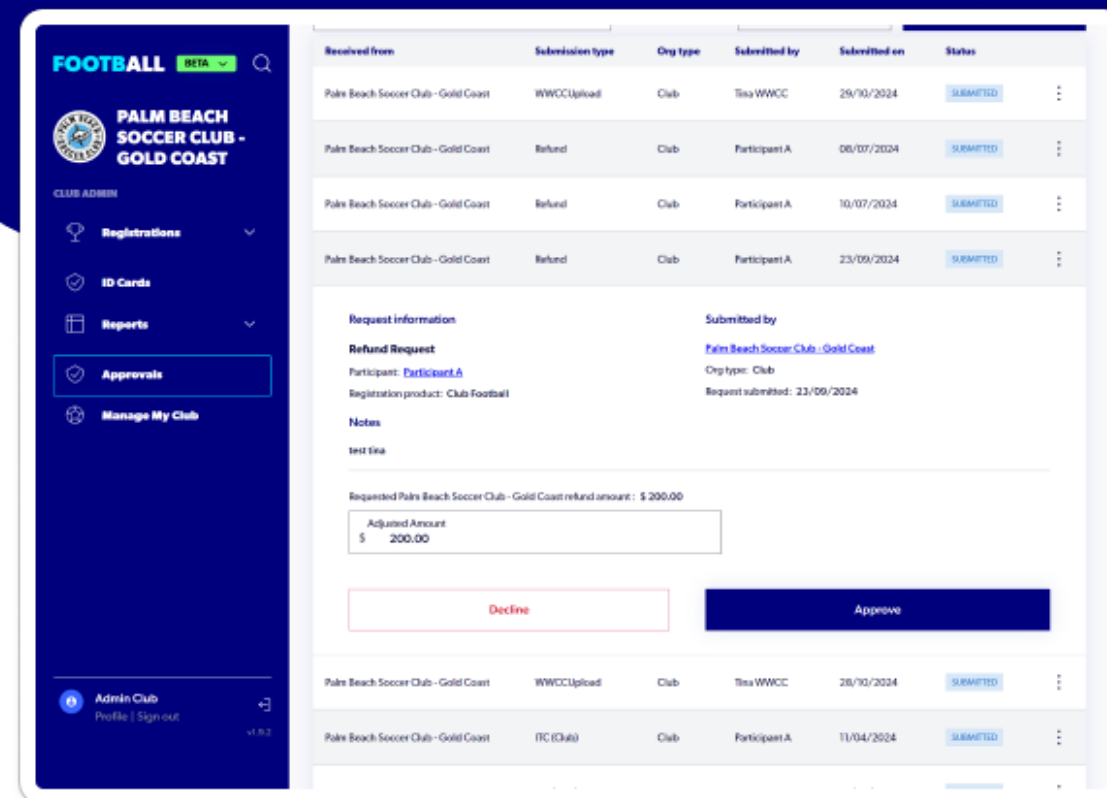


Notes:

- Refund must be provided back to the card in which the original payment was made.
- This process is only relevant to the portions of the fee that are paid online at the point of registration, if any offline payments occur as part of a registration, they will not be able to request and attain a refund through this process.
- Football Australia can only provide a refund once each entity (Member Federation, Association and Club – if applicable) evaluate and provide their outcome in line with their relevant refund policy.
- Football Australia will distribute the appropriate funds back to the participant once the relevant entities have provided these agreed funds to Football Australia to disburse.
- If all entities relevant approve the refund request prior to funds being dispersed, Football Australia can void the original transaction and provide the refund back more efficiently.

STEP 1

Once a refund is requested by a participant – a refund approval ticket is generated in the approval flow.



STEP 2

Evaluate the request in line with your relevant refund policy and either approve or decline the request.

If **approved** - provide the amount in which you agree to refund back.

If **declined** - decline the refund request ticket.

STEP 3

Track for your records the agreed refund amounts acknowledged and pay the agreed refund amount back to Football Australia once the invoice is raised with your relevant organisation.

*Note: Football Australia will distribute the appropriate funds back to the participant once the relevant entities has provided these agreed funds to Football Australia to disburse. Funds may also be refunded should the approval tickets be actioned by all entities prior to the 2x weekly scheduled disbursement.

Notes:

- Refund must be provided back to the card in which the original payment was made, therefore Football Australia as the merchant is coordinating this on behalf of the relevant entities.
- This process is only relevant to the portions of the fee that are paid online at the point of registration, if any offline payments occur as part of a registration, they will not be able to request and attain a refund through this process.
- Football Australia can only provide a refund once each entity (Member Federation, Association and Club – if applicable) evaluate and provide their outcome in line with their relevant refund policy.
- In the best interests of the participants, it is encouraged that each entity evaluates their refund requests and provides the funds for Football Australia to disburse as soon as possible.
- Should all entities relevant approve the refund request prior to funds being disbursed, Football Australia can void the transaction in the platform and provide the refund back more efficiently.
- The approved refund amount by each entity has to be paid to Football Australia prior to Football Australia administering the refund back to the participant, noting that the Football Australia is generally holding a minor portion of the registration fee.