

Ipswich Football Club Registration and Refund Policy



Player Registration

Registration Fee Coverage

These fees cover items including, but not limited to:

- Affiliation Fees (FFA & FQ): Licence and Nomination Fee, Player Registration, FQ Referee Fees, etc.
- Ipswich City Council and Ipswich Waste Fees
- Grounds and Facilities/Maintenance and Utilities
- Club Operations

Payment Responsibility

Registration Fee (aka Membership Fee) payments are the responsibility of the member or parent/guardian.

Payment Deadlines

All Membership Fees must be paid in full by the following dates:

- **Community:** February 28th
- **FQA:** April 30th
- **Payment Plans:** May 31st

Payment Plan Responsibility

The setup of the payment plan is 100% the responsibility of the player to ensure the details are correct. The club takes no responsibility.

"No Pay, No Play" Rules

A player is ineligible to play until either:

1. All outstanding previous years' fees must be paid in full before the first game (including trial games).
2. Fees are paid in full.
3. The player has an approved payment plan with the first instalment received by the Club.
4. A minimum of \$200 must be paid before playing a trial game, or the player must have an approved payment plan with the first instalment received.

Revision No: 02	Version Date: 1/10/2025	Document Number: POL-003	Doc Owner: General Manager Operations	Doc Approver: Ipswich FC Board	Page: 1 of 3
--------------------	----------------------------	-----------------------------	--	-----------------------------------	-----------------

This document is the property of Ipswich Football Club. It must not be copied or reproduced in any way whatsoever without the authority of Ipswich Football Club. This document is uncontrolled when printed. An electronic database manages and stores the controlled version.



Admin Checklist to Avoid Delays (Crucial for Eligibility)

The club must manually cross-reference registration details and payments across several non-linked systems. Errors in the data provided below are the most common cause of significant delays in player activation.

- **Player Details:** Ensure all player details, including names and date of birth, are entered exactly as they appear on official identification documents and in the governing body systems (FQ/FA).
- **Correct Package:** Select the correct registration package (e.g., FQA, Community, age group) during the Club Website registration process.
- **Payment Reference:** When paying the invoice, you must use the unique invoice number provided. If you fail to use the correct invoice number and instead use vague terms (e.g., "soccer fees" or "John's rego"), payment allocation will be delayed by days or weeks, preventing the club from completing the registration steps.

Important Note on Timing

Due to multiple, unlinked systems being required (e.g., Club Bank, FQ Squadi System, FA PlayFootball system), time is required to complete all steps. **Please allow a minimum of 14 days from registration for a player to be eligible to play.**

Additionally, there is a **7-day requirement** from when you make a payment to when the club can register you in FQ & FA, as this is the time it takes for funds to clear into the club's account and be allocated to your player invoice. Further time is needed for registration in the various systems, adding the player to teamsheets, and FQ & FA review/approval of certain steps.

Registration Process

1. Player Registers on the **Club Website**.
 - a. Create account (initial setup only)
 - b. Create Player (initial setup only)
 - c. Register Player (required each season)
2. Club creates an **Invoice** and sends it to the player.
3. Once a minimum of **\$200 is paid** or the fee is paid in full:
4. **7 days** are required for the club to register the player in **Squadi (FQ)** and **PlayFootball (FA)**.
5. Players must be registered in Squadi and assigned to a teamsheet to be eligible to play any match.

Financial Assistance

If a player has trouble affording registration, they can:

1. Apply for a **payment plan**.
2. Apply for the State Government's **"PlayOn" program**, which entitles the player to **\$250** towards their registration fee.

Player Trials

A player who has entered into an agreement (including Letter of Offer acceptance) with the Club **shall not be permitted to trial with any other club.**

Revision No: 02	Version Date: 1/10/2025	Document Number: POL-003	Doc Owner: General Manager Operations	Doc Approver: Ipswich FC Board	Page: 2 of 3
--------------------	----------------------------	-----------------------------	--	-----------------------------------	-----------------

Player Refund

The Club maintains a **Strict No Refund Policy** unless the withdrawal meets one of the following specific circumstances. This policy is necessary to cover administrative time, non-recoverable club expenses, and the costs associated with team nominations and replacement of players.

No Team Available

- **Outcome:** Full refund.
- **Applies if:** The club cannot allocate the player into a team.

Withdrawal with NO Participation

Applies to any registered player who has **not participated** in an official Club training session, fixture, or Football Queensland grading match.

- **Outcome:** Full refund, **excluding** the following mandatory charges:
 - \$50 administration fee.
 - Cost of any kit ordered.
 - Any other expenses incurred by the club on behalf of the player.

Withdrawal After Participation (Season-Ending Injury Only)

Once a player has participated in an official Club training session, fixture, or grading match, no refund will be offered unless it is due to a Season-Ending Injury.

- **Process:** Any potential partial refund must be applied for in writing to Secretary@IpswichFC.com.au and must include medical certificates. The application will be tabled for consideration at the next Management Committee Meeting. Board approval is required.
- **If Approved, Partial Refund Exclusions:** Should the Board approve a partial refund for a Season-Ending Injury, the refund will still exclude the following mandatory charges:
 - \$50 Administration Fee.
 - All Governing Body and Nomination Fees (e.g., FQ, FA, and competition nomination fees) paid by the club on the player's behalf.
 - Cost of any kit ordered. (Note: This cost is deducted regardless of whether the kit has been provided to the player or not.)
 - Any other expenses incurred by the club on behalf of the player.

Revision No: 02	Version Date: 1/10/2025	Document Number: POL-003	Doc Owner: General Manager Operations	Doc Approver: Ipswich FC Board	Page: 3 of 3
--------------------	----------------------------	-----------------------------	--	-----------------------------------	-----------------