

MEMO: 22-20

TO: All Clubs
FROM: Damien Bresic
DATE: 25th of March
SUBJECT: Registration Refund Information



Dear clubs,

Following the recent announcement of the suspension of all football activity, it is important to reinforce a number of points regarding the remainder of the season.

We understand that some of you may be receiving questions around player registrations or reimbursement of fees. Please remember that the suspension of football activity is a temporary measure and the season has not been cancelled.

Subject to Government advice and guidance from Football Federation Australia (FFA) and Football Queensland (FQ), it is our intention to resume the season on Wednesday the 29th of April, 2020 and draws have been re-adjusted accordingly.

For this reason, your club's refund policies and the circumstances under which you would be processing a refund should apply as normal.

As per [Football Queensland's Refund Policy](#) and [Football Gold Coast's Refund Policy](#), clubs may choose to provide a refund under your own policies, **however** a refund of governing body fees (Football Gold Coast, Football Queensland and FFA fees) **must** be processed separately by Football Queensland and cannot be issued by the club.

Any player at your club requesting a refund of the Governing Body Registration Fee must submit their request to Football Queensland via the FQ Refund Policy.

Clubs should also refer to the Football Gold Coast Refund Policy for more information before processing a refund for a player. As per above, clubs **cannot refund Football Gold Coast/Football Queensland/FFA component of the fees.**

Football Gold Coast will shortly be invoicing you for all governing body registration fees that you as a club **collect on behalf of the governing bodies** and of which you are required to pay as per normal protocol.

We are working with Football Queensland and Football Federation Australia to ensure the season can recommence as soon as possible, and will continue to keep you updated as more information becomes available.

Regards,
Damien Bresic
General Manager