



# 2021 Refund Policy

22nd September 2021

## From the President

Dear Members

We hope you are staying well and that your family is coping well in these difficult times.

## FV Refund Policy

Following the official cancellation of the 2021 Football season, Football Victoria last week announced the [2021 Football Victoria Fee Refund Policy](#).

## Glen Eira FC Refund Policy

### Background

Glen Eira FC have considered the advice from FV as well as our activities this year, including the number of matches played by our members.

As the start of the various leagues our teams are involved in differ, so do the number of matches played. For example, the average number of matches played for our community teams is 9 out of 18 scheduled matches, whereas the Boys' NPL competition commenced earlier in the year and these teams have played 23 out of 33 scheduled matches.

Our costs to deliver a season of football involve much more than just running matches. We have significant annual fixed costs which go well beyond the seasonal costs of running matches.

While the Club remains committed to providing football when it is safe to do so, these

exceptional circumstances require the Club to determine a refund policy that adequately balances member expectations against the need to protect the Club's financial viability.

The Club has taken significant measures to mitigate its costs for season 2021. Discretionary expenses have been curtailed and General Manager Stewart Howell has been stood down for 3 days per week.

### Refund Levels

The refund level for Community teams has been determined to be **50%** of the season 2021 Membership Fees.

*All Glen Eira FC teams are Community teams except for the 4 x Boys' NPL teams.*

For the Boys' NPL teams the refund level is **15%** of the club Membership Fee. This reflects the same level as FV are refunding for Junior NPL association fees.

*Both refund levels above exceed the minimum player fee refunds stipulated in the Football Victoria Refund Policy.*

### Refund Eligibility

#### Community Teams

Due to the uncertainty at the start of the year, the 2021 Membership Fees for community teams were requested as 2 separate instalments of 50% each.

- Members who have paid both instalments are eligible for the 50% refund.
- Members who only paid the first instalment

should regard the second 50% instalment as their 50% refund already claimed. No further action is required.

### NPL Teams

NPL members who paid their Club Membership fee as a single instalment at the start of the year are eligible for the 15% refund. This equates to \$97.50.

No action is required to claim this refund. An amount of \$97.50 will be credited to your next coaching fees invoice.

### ClubKeeper Discount

Community Members who are eligible for a refund are requested to take their refund in the form of a **ClubKeeper Discount** on their season 2022 Membership Fees.

To take the refund as a ClubKeeper Discount, you don't have to do anything now. When you pay next year's club membership fees you will be provided with a 50% discount voucher.

### To Claim the Refund

Community members who are eligible for the refund and prefer not to use the Club Keeper option, can request the refund by submitting the [Online Claim Form](#) on the Club website (located under 'Contact Us').

Members have until Sunday **10<sup>th</sup> October 2021** to lodge refund requests using the [Online Claim Form](#).



**IMPORTANT: No refund requests will be considered after this date.**

### FAQs

**Q.** Will I get more back if I submit a refund request now instead of waiting for the ClubKeeper Discount next year?

**A.** Generally no. The refund level is 50% regardless of whether you take it as a future credit (ClubKeeper Discount) or as an actual refund (Online Claim Form) this year.

**Q.** Can I lodge a refund request for all members of my family on one form?

**A.** No. A separate form must be submitted for each playing member you are requesting a refund for.

### Looking forward to return to Football

#### Summer Football

While we are patiently awaiting the return to community sport announcement by the Victorian Government, Glen Eira FC is busy organising Football for All activities during the coming summer months. We are planning a number of activities at local facilities and will update you very soon with the details.

#### Season 2022

The Joining Form/EOI for season 2022 and details of the trials/gradings are also being readied and will be available in due course.

Until then, stay safe and active.

Kind regards,

Samantha  
Curran-Nicholls  
President

Stewart Howell  
General Manager