Sydney Outfielders Softball Association
www.sydneyoutfielders.org.au
Instagram: @sydneyoutfielders
Facebook: Sydney Outfielders

P07 – REGISTRATION & REFUNDS POLICY

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1. Purpose

1.1 This Policy governs annual membership registration, fees, payment arrangements, withdrawals, refunds and the fee consequences of Association cancellations or material changes. It should be read with the Constitution, Competition Rules and related policies rather than duplicating matters governed elsewhere.

2. Authority and relationship with other documents

2.1 The Constitution governs membership eligibility, applications, admission, annual renewal, fees, resignation, cessation and disciplinary action, and prevails over this Policy.

2.2 The Competition Rules govern playing eligibility, team allocation, team composition, attendance, fixtures and game consequences.

2.3 This Policy should be read with the relevant Association documents listed in section 13 (Related Documents). Where another Association document specifically governs a matter referred to in this Policy, that document applies to that matter.

2.4 Nothing in this Policy excludes a right or remedy that cannot lawfully be excluded.

3. Membership year and membership types

3.1 The Association's membership year runs from 1 October to 30 September. Members must reapply annually in accordance with clause 5(8) of the Constitution and the Committee's published registration process.

3.2 Registration may open before 1 October, but must identify the membership year to which the registration and fee apply. Membership begins when the Committee accepts the application under clause 5(5) of the Constitution.

3.3 The constitutional membership categories are Individual Members and Life Members. For administration, Individual Members may register as Playing Members, Social Members or Umpire Members; these are participation and fee types, not separate constitutional membership categories.

4. Registration and confirmation

4.1 Membership and playing registration are limited to people aged 18 or over. Under-18 attendance is governed by the Spectator and Guest Code of Conduct and relevant safety procedures.

4.2 An application must use the authorised Association process and provide the information reasonably required for the relevant registration type. Registration information is handled under the Privacy, Member Data and Surveys Policy.

4.3 A Playing Membership place is confirmed only when the Association has accepted the application, the applicable fee has been paid or an approved payment arrangement is in place, and written confirmation has been issued. Submission of a form, payment, team preference or discussion with a captain does not by itself guarantee membership, a playing place or a particular team.

4.4 If the Committee rejects a membership application, any membership fee paid with the application must be refunded in accordance with clause 5(6) of the Constitution.

4.5 Team preferences, allocation, roster composition, late registrations and playing eligibility are governed by the Competition Rules and Team Gender Composition Policy. Captains cannot promise membership, a playing place, team allocation, fee waiver or refund.

4.6 Captains must reapply to captain their team each season through the process and within the timeframe published by the Committee. Previous service as a captain does not guarantee reappointment.

4.7 The Committee may approve or decline a captaincy application for any lawful reason, acting in good faith and consistently with the Constitution and Association policies.

4.8 A decision not to appoint or reappoint a person as captain does not itself affect that person's Association membership. Any separate decision concerning membership or disciplinary action must follow the Constitution and applicable policies.

4.9 Captains are not office bearers by virtue of their captaincy and have no authority in that capacity to act on behalf of, bind or make commitments for the Association. Any separate authority must arise from a valid appointment or express Committee delegation. Captains must comply with the Captains Code of Conduct.

5. Membership fees

5.1 Under clause 7 of the Constitution, the Committee determines annual membership fees, benefits, payment timing and methods, and publishes the fee schedule for each membership year.

5.2 The following total Playing Membership fees apply to new players joining in 2026/27:

Joining round	Standard	Concession	First Nations / Mob
Before Round 6	$140.00	$75.00	$100.00
Round 7	$127.14	$71.43	$92.86
Round 8	$114.29	$67.86	$85.71
Round 9	$101.43	$64.29	$78.57
Round 10	$88.57	$60.71	$71.43
Round 11	$75.71	$57.14	$64.29
Round 12	$62.86	$53.57	$57.14
Round 13 onwards	$50.00	$50.00	$50.00

5.3 Membership fees apply to the relevant membership year (1 October to 30 September) or participation package as a whole, not per game. The late-registration fees and Social Membership upgrade amounts in clauses 5.6–5.10 apply for 2026/27. Existing Playing Members do not receive retrospective reductions as the season progresses.

5.4 Memberships, Playing Membership places and fees are personal to the member and cannot be transferred to another person, moved to a future season or membership year, or carried forward as credit. A replacement player under section 8 must apply, be accepted, register and pay independently. A Social Member may upgrade their own membership for the same membership year under clause 5.8; this is not a transfer to another person or season.

5.5 Membership fees secure membership and, where applicable, a playing place for the relevant membership period; they are not attendance-based. Missing games because of work, travel, injury, personal commitments or other unavailability does not by itself create a refund entitlement.

5.6 New Playing Members joining before or during Rounds 1–6 pay the full applicable fee in clause 5.2. From Round 7, the fee reduces proportionately to a minimum total membership fee of $50 at Round 13. For each fee category, the reduction per round is one-seventh of the difference between the full fee and $50. Calculate each total from the unrounded formula and round only the final amount to the nearest cent as outlined in clause 5.2

5.7 A current Social Member may apply to upgrade to Playing Membership, subject to an available place, acceptance and the playing-registration requirements in section 4. The additional amount payable is the applicable total Playing Membership fee for the joining round, less the Social Membership fee actually paid for the same membership year, with a minimum additional payment of $0. The $50 minimum is the total membership fee, not an additional upgrade charge.

5.9 For a Social Member who has paid the full $50 Social Membership fee, the additional amounts are:

Joining round	Standard	Concession	First Nations / Mob
Before Round 6	$90.00	$25.00	$50.00
Round 7	$77.14	$21.43	$42.86
Round 8	$64.29	$17.86	$35.71
Round 9	$51.43	$14.29	$28.57
Round 10	$38.57	$10.71	$21.43
Round 11	$25.71	$7.14	$14.29
Round 12	$12.86	$3.57	$7.14
Round 13 onwards	$0.00	$0.00	$0.00

5.10 The joining round is the first scheduled round for which the Association confirms the member's playing registration. The published round sequence determines the rate, regardless of the member's personal attendance. Cancelled or abandoned rounds retain their scheduled round number; postponements and replays do not create extra fee reductions. The Round 13 rate applies to any later permitted entry that season. Late entry does not override eligibility requirements for finals.

5.11 The Social Membership credit under clause 5.8 is an adjustment within the same person's membership, not a cash refund. If an upgraded member later requests a voluntary refund, section 8 applies only to the additional playing-upgrade amount actually paid; the original Social Membership fee remains subject to section 9.1. Future membership years must have their fee and upgrade schedules published by the Committee.

6. Payment, concession and financial support

6.1 Payment must be made through an approved Association method. A player must be registered and paid, or have an approved payment arrangement, before playing as required by the Competition Rules. Approved payment arrangements must generally be completed before the first scheduled competition round or, for late registrations and Social Membership upgrades, before the member's first eligible game, unless the Committee expressly approves a later completion date.

6.2 Concession, hardship and access support may be made available through an authorised Association process. Inclusion and access principles are governed by the Member and Participant Protection Policy; collection and handling of supporting information by the Privacy, Member Data and Surveys Policy; and approval, payment and record controls by the Committee Governance and Financial Controls Policy.

6.3 Captains do not have authority to approve or promise an instalment arrangement, fee waiver, subsidy or refund.

6.4 The Association does not accept deposits for membership. A partial payment is accepted only as part of an approved payment arrangement and is not treated as a deposit.

6.5 A member on an approved payment arrangement must pay the membership fee in full before any voluntary refund under section 8 can be offered or paid. If a refund is then approved, it is calculated under section 8 using the applicable membership fee and the relevant timing rules. This does not limit a refund required by law or under clause 5(6) of the Constitution where an application is rejected.

7. Withdrawal from playing and resignation from the Association

7.1 Withdrawing from the competition or ceasing to play does not automatically end Association membership.

7.2 Under clause 13 of the Constitution, a member may resign from the Association by giving the Secretary written notice of at least one month, or another notice period determined by the Committee. The member ceases to be a member when that notice period expires. A request to stop playing, a message to a captain or a refund request is not by itself a resignation unless it also clearly gives the Secretary written notice of an intention to resign.

7.3 A person may combine a playing-withdrawal request, refund request and resignation notice in one written communication if each intention is clear. Resignation does not itself create a refund entitlement, and a refund does not shorten the constitutional resignation notice period. Membership rights and privileges cease when membership ceases in accordance with clause 12 of the Constitution.

8. Playing Membership refunds

8.1 Before the competition starts

8.1.1 A person who withdraws their Playing Membership before the first scheduled competition round may be offered a refund of 100% of the Playing Membership fee paid if the request is received while registrations for Playing Membership remain open. Once Playing Membership registrations have closed, a voluntary refund before Round 1 is available only if the Association successfully fills the vacated playing place with another eligible player who completes registration and pays the applicable fee. If the place is not filled, no voluntary refund is payable. This does not affect the mandatory refund required where the Committee rejects an application under clause 5(6) of the Constitution or any right or remedy that cannot lawfully be excluded.

8.2 First six competition weeks

8.2.1 Once the competition starts, a voluntary Playing Membership refund is available only during the first six scheduled competition weeks and only where the vacated playing place is filled by another eligible, registered and paid player. Refunds are calculated using the table below based on the week the written withdrawal or refund request is received, regardless of games attended.

Timing	Refund %	Standard	Concession	First Nations / Mob
Before Round 1*	100%	$140.00	$75.00	$100.00
From the scheduled start of Round 1 until Round 2	83⅓%	$116.67	$62.50	$83.33
From the scheduled start of Round 2 until Round 3	66⅔%	$93.33	$50.00	$66.67
From the scheduled start of Round 3 until Round 4	50%	$70.00	$37.50	$50.00
From the scheduled start of Round 4 until Round 5	33⅓%	$46.67	$25.00	$33.33
From the scheduled start of Round 5 to the end of Week 6	16⅔%	$23.33	$12.50	$16.67
After the end of Week 6	0%	$0.00	$0.00	$0.00

*Subject to clause 8.1.1

8.2.2 Refunds use the exact fractions represented in the table (5/6, 4/6, 3/6, 2/6 and 1/6), with only the final refund rounded to the nearest cent. For other approved Playing Membership rates, the same fraction applies to the fee actually paid, subject to clause 5.11 for Social Membership upgrades. Timing follows the published competition calendar, not games personally attended. Each period ending at the next round ends immediately before that round's scheduled start. Week 6 ends immediately before the scheduled start of Round 7. Scheduled rounds count for this timing even if cancelled or abandoned.

8.2.3 After the end of the sixth scheduled competition week, no Playing Membership refund is available, including where a replacement player is found. This does not limit a refund or other remedy required by law or an amount approved under section 10 because the Association cancels or materially fails to deliver the program.

9. Social Membership and other non-refundable amounts

9.1 Social Membership is non-refundable once the application has been accepted, including where a member changes their mind, does not attend activities or resigns. Applying the fee as a credit towards an upgrade under clause 5.8 is permitted and is not a refund. This does not apply where an application is rejected and clause 5(6) of the Constitution requires the fee to be returned, where a duplicate or mistaken payment is being corrected, or where a refund is otherwise required by law.

9.2 Jerseys, merchandise and customised items are separate from membership and are governed by the Uniforms, Branding and Sponsorship Policy, any disclosed supplier or ordering terms and applicable law. Event tickets or program fees may have separate cancellation terms disclosed before purchase.

10. Association cancellation, weather and disciplinary changes

10.1 If the Association cancels the entire season or a paid program before it begins and cannot provide a reasonable alternative, it will offer an appropriate refund. If the Association materially shortens or changes what was promised, the Committee may determine a proportionate refund after considering what has already been delivered, committed costs and any applicable legal rights.

10.2 No refund or fee reduction is available merely because an individual fixture is cancelled, postponed, relocated, rescheduled, shortened or abandoned due to weather, unsafe field conditions, venue closure or another ordinary game-management decision under the Competition Rules or Weather Policy. This applies whether or not the game is replayed. Ordinary weather-related game cancellations do not, by themselves, constitute a material failure to deliver the program for the purpose of section 10.1. This does not affect any right or remedy that cannot lawfully be excluded.

10.3 Suspension, expulsion or removal following misconduct does not automatically create a refund. Any disciplinary decision must follow the Constitution and Complaints, Investigations, Discipline and Appeals Policy. A refund decision must not be used as an additional undisclosed penalty.

11. Requesting and processing a refund

11.1 A refund request must be made in writing to the Treasurer and should identify the member, payment, membership type, date of withdrawal and reason for the request. If the member also intends to resign from the Association, the resignation notice must be given to the Secretary in accordance with section 7. Both can be done via the same correspondence at info@sydneyoutfielders.org.au.

11.2 Refund approval, conflicts of interest, payment method and financial records are governed by the Committee Governance and Financial Controls Policy. Refunds should ordinarily be returned to the original payment method. Duplicate or mistaken payments will be corrected once verified. Where a voluntary Playing Membership refund under section 8 depends on a replacement player being found, the refund must not be finalised or paid until the replacement player has been confirmed, registered and paid. Where the member is on an approved payment arrangement, the applicable membership fee must also have been paid in full before the refund is finalised.

11.3 Approved refunds will be processed within 10 working days after approval and satisfaction of any applicable conditions under this Policy. Working days are Monday to Friday, excluding public holidays in New South Wales. Any shorter timeframe required by law applies.

12. Privacy and records

12.1 Registration, payment, concession, hardship, withdrawal and refund information must be handled under the Privacy, Member Data and Surveys Policy. Only information reasonably necessary to administer or decide the matter should be collected or shared.

13. Related documents

(a) Sydney Outfielders Constitution 2024

(b) R01 – Competition Rules 2026/27

(c) C02 – Captains Code of Conduct

(d) C04 – Spectator and Guest Code of Conduct

(e) P01 – Member and Participant Protection Policy

(f) P02 – Complaints, Investigations, Discipline and Appeals Policy

(g) P04 – Weather Policy

(h) P06 – Team Gender Composition Policy

(i) P08 – Privacy, Member Data and Surveys Policy

(j) P10 – Uniforms, Branding and Sponsorship Policy

(k) P11 – Committee Governance and Financial Controls Policy

VERSION CONTROL

The version history below is the authoritative record of substantive changes to this Policy. Minor formatting or typographical corrections may be recorded where useful but do not require a new approved version unless they alter meaning. The Committee may review this Policy before each annual registration cycle and after any material refund dispute, cancellation, change to the membership year or fees, or relevant constitutional or legal change.

Version history

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1.0	03.11.26		Sydney Outfielders Committee	03.11.26