Brisbane City FC — Fees, Refunds and Scholarship Policy

Effective date: 1 Jan 2026 **Applies to:** All players and, for junior players, their parents/guardians, registering with Brisbane City FC across Academy, NPL (Juniors & Seniors), female, and community pathway teams

---

1. Purpose

1.1 This Policy sets out how Brisbane City FC sets and communicates player registration fees, how refunds are handled, what support is available for families experiencing financial hardship, and how the Club's scholarship program operates.
1.2 The Club is committed to making football accessible, consistent with its strategic commitment to community engagement, female football growth, and increasing participation, while maintaining the financial sustainability needed to deliver its programs.

---

2. Fee Transparency and Cost Breakdown

2.1 Before registration opens each season, the Club will publish a clear breakdown of fees for each age group, grade and program, so that players and families know what they are paying for.
2.2 The published fee breakdown will itemise, at a minimum:

- **Football Queensland / Football Australia affiliation and registration levies** (fixed costs set by the governing bodies, passed through at cost);
- **Coaching and football operations costs** (coaching staff, training facility hire, equipment);
- **Competition costs** (ground hire, referee fees, league entry fees, where applicable);
- **Playing kit and uniform costs** (where included in the fee, or shown separately if purchased independently);
- **Club administration and insurance costs**; and
- **Any program-specific costs** (e.g. Academy, representative, or overseas tour programs), shown separately from standard registration fees.

2.3 Any proposed fee increase from the prior season will be communicated to members ahead of registration opening, along with a brief explanation of the reason for the change.
2.4 Optional costs (such as club merchandise, end-of-season functions, or optional training camps) will always be clearly identified as optional and not bundled into compulsory registration fees without notice.

---

3. Payment Terms

3.1 Deposit amounts are non-refundable
3.2 Fees are payable in accordance with the payment schedule published at registration, which may include an option to pay in instalments.
3.3 Players will not be permitted to participate in matches (though may continue to train, at the Club's discretion) where fees are significantly overdue and no payment plan or hardship arrangement (see Section 5) has been agreed.

---

4. Refunds

4.1 Refund requests must be submitted in writing to the Club's administration team.
    - A refund will also not be awarded to players who merely change their mind,

4.2 Refunds will be considered in the following circumstances:

- **Season not commenced** — full refund, less deposit and any non-refundable Football Queensland/Football Australia affiliation levy already paid on the player's behalf, where the player withdraws before the season begins;
- **Medical condition other than injury preventing further participation** — pro-rata refund of the football operations and competition components of the fee for the remaining, unplayed portion of the season, on provision of supporting medical evidence;
- **Relocation** — pro-rata refund of the football operations and competition components of the fee for the remaining, unplayed portion of the season, where a player relocates outside the Club's catchment and can no longer reasonably participate;
- **Club unable to deliver the program** — full refund of any portion of fees relating to sessions, competitions or programs the Club is unable to deliver (e.g. due to cancellation).

4.3 Refunds are not available for change of mind after the season has commenced, for de-selection on football grounds (see the Club's Player Selection and Team Placement Policy), or for non-attendance at training or matches, as consistent with contractual legality upon conscription to the club.
4.4 Refunds will not be made for injury or on any account, players bear the risk of injury as part of the acceptance of the offer to play, and further, bear the burdens of choosing to leave the club or acting in a manner that has them expelled.
4.5 Uniform, kit and merchandise costs are non-refundable once issued, except where faulty.
4.6 Approved refunds will be processed within 20 business days of approval.

---

5. Financial Hardship Support

5.1 The Club recognises that the cost of registration can be a barrier to participation and is committed to working with families experiencing genuine financial hardship.
5.2 A player or parent/guardian experiencing financial hardship may apply, in confidence, for:

- a payment plan tailored to their circumstances; and/or
- a partial fee reduction or waiver, subject to available Club funds and any relevant external support programs (such as state or national sporting voucher schemes).

5.3 Hardship applications should be made in writing or in person to the General Manager and will be handled confidentially, with only those who need to know involved in the decision.
5.4 The Club may request reasonable supporting information (such as a Health Care Card or equivalent) to assess a hardship application, but will exercise discretion and sensitivity in doing so, and a lack of formal documentation will not automatically disqualify an application.
5.5 Hardship support is considered on a season-by-season basis and is not guaranteed to continue automatically into future seasons, though families are encouraged to re-apply.

---

6. Scholarship Program

6.1 Brisbane City FC offers scholarships to support talented and/or deserving players for whom fees would otherwise be a barrier to participation, consistent with the Club's commitment to holistic player development and increasing female and girls' participation.

6.2 **Scholarship allocation:** Two (2) scholarships are awarded in each age group, allocated as one (1) scholarship for a male player and one (1) scholarship for a female player in that age group, where sufficient eligible applicants exist.
6.3 A scholarship covers all or part of the player's standard registration fee for the season, as determined by the Football Committee based on available funding.
6.4 **Eligibility criteria.** Applicants will be assessed against a combination of:

- football ability and potential, having regard to the Club's player development model;
- commitment and attitude at training and in trials;
- financial need (where relevant to the specific scholarship funding source); and
- the player's standing under the Club's Code of Conduct.

6.5 **Application process:**

- Scholarship applications open at the same time as season registration and close on the date published by the Club each year.
- Applications are made in writing (via the Club's registration portal or a paper form, where needed) and should include: the player's playing history, a brief statement of why the scholarship is sought, and, where financial need is a factor, any supporting information the applicant wishes to provide.
- Applications are reviewed by a panel comprising the Senior Football Director and at least one member of the Football Committee, with input from the player's coach where applicable.
- Where financial hardship is relevant to an application, the panel may liaise with the General Manager to align scholarship and hardship support and avoid duplication.
- Successful and unsuccessful applicants will be notified in writing before the start of the season, where practicable.

6.6 Scholarships are awarded for one season at a time. A player may reapply in subsequent seasons and will be assessed afresh against that season's applicant pool.
6.7 Where fewer than two eligible applicants exist for a given age group in a given gender category, the Football Committee may, at its discretion, reallocate the unused scholarship to another age group or gender category with a stronger field of eligible applicants for that season.

---

7. Appeals

7.1 A decision regarding a refund, hardship application, or scholarship outcome may be appealed in writing to the Senior Football Director within 10 business days of the decision being communicated, setting out the grounds for the appeal.
7.2 The Senior Football Director's decision on appeal is final, except where the original decision was made by the Senior Football Director, in which case the appeal will instead be directed to the General Manager.

---

8. Confidentiality

All applications and discussions relating to financial hardship and scholarships will be treated as confidential, shared only with those who need to know in order to assess and action the request.

---

9. Relationship to Other Policies

This Policy operates alongside the Club's Player Selection and Team Placement Policy and Code of Conduct and Ethics. Scholarship and hardship status will not influence selection or team placement decisions, which are made solely in accordance with the Player Selection and Team Placement Policy.

---

10. Review

This Policy, including scholarship allocations and hardship fund availability, will be reviewed annually by the Finance Committee and Football Committee ahead of each registration period.