



Caboolture Touch Association Refund and Returns Policy

Purpose

The purpose of this policy is to provide a clear and consistent approach to the assessment and processing of all requests for refunds of fees and returns of merchandise.

Scope

This Policy applies to any person/s who have paid money to the Caboolture Touch Association (CTA).

Statement

From time to time, a person may need to request a refund of money paid to the Caboolture Touch Association (CTA). Refund requests may be submitted for a number of reasons including but not limited to injury or an inability to play due to work commitments, unviable teams or clashes with other sports.

Competition Playing Fees

Refunds for Competition Playing Fees will be based on the reason for which the refund is being sought and also the time within the season in which the request has been made.

Should the reason for making the refund request be deemed reasonable, the refund amount will be determined based on the following sliding scale.

Week 1-3	Week 4-7	Week 8-11	Week 12+
80%	50%	20%	Nil

Representative Player Levies

Representative Player Levies include a number of consumable items and services that are provided to enhance the participants representative playing experience. These items may include but not be limited to team physio/medical, playing uniforms, refreshments and tent hire.

Refunds for Representative Playing Levies will be based on the reason for which the refund is being sought as well as any consumable items or services that may have been accessed up to the time the refund request was received.



For example, a Junior State Cup levy may include 3 lead up events. If a player were to withdraw after lead up event 2, the total refund amount would be the total paid minus the cost incurred for the two (2) lead up events.

It should be noted that all refunds issued under this Policy only relate to fees and charges set and issued by CTA. Any fees charged by Queensland Touch and Touch Football Australia cannot be refunded by CTA and must be directed to those individual entities. All refunds will exclude GST.

Merchandise

Refunds for CTA merchandise will only be issued in the following circumstances:

1. If an exchange for the same item is not in stock; and
2. The item is returned undamaged within three (3) days of purchase.

Should the item meet the requirements of Items 1 and 2 above, a full refund for the cost of the item will be issued.

Stakeholders

CTA Players

CTA Coaches

CTA Members and Patrons

Related Documents

Caboolture Touch Association Conditions of Entry and Club Rules

Review Trigger

November 2026



Document Control Table

Revision No.	Nature of Changes	Prepared by	Committee Approval Date
1.0	Document creation	Lloyd Celere – President	General Meeting – 25/01/2026