



Box Hill Rangers AFC

Membership Terms & Conditions 2026

These Terms and Conditions govern the membership, participation, and conduct of individuals ("Member" or "Members") who wish to join and participate in activities offered by the Box Hill Rangers AFC ("Club"), a community football club located in Box Hill, NSW.

By registering on Play Football and becoming a member of the Club, you agree to abide and be bound by these Terms and Conditions, as well as all applicable policies, regulations and codes of conduct issued by Football Australia, Football NSW and Hills Football.

1. Membership Eligibility

1.1 Eligibility Criteria

Membership is open to individuals of all ages, genders, and skill levels, subject to availability, age restrictions, and competition regulations. All Members must complete their registration application on the Play Football website, and provide accurate and complete personal information. The Club reserves the right to verify a Member's identity where required.

1.2 Age Requirement

Members under the age of 18 must have their registration completed and consent provided by a parent or legal guardian.

2. Membership Fees

2.1 Fee Structure

Members must pay the full registration fee at the time of registration. The total fee includes components payable to:

- Football Australia
- Football NSW
- Hills Football
- Box Hill Rangers AFC

Additional fees may apply for uniforms, merchandise, tournaments, special events or optional training programs.

2.2 Payment Terms

All payments are processed via the Play Football website. Membership fees are non-refundable except as outlined in Section 3.

3. Refund and Cancellation Policy

3.1 Cancellation by Member

Members may cancel their registration within 7 days of registration, or prior to grading (whichever occurs first) for a refund, less a \$50 administration fee. After this period, no refunds will be issued except where required by law.

3.2 Cancellation by Club

The Club reserves the right to cancel a registration where:

- A suitable team cannot be formed in the relevant age group or division, or
- Competition, field or operational requirements cannot be met.

In such cases, a full refund will be provided.

3.3 Termination for Misconduct

Where a membership is suspended or terminated due to misconduct or breach of these Terms and Conditions, all fees paid are forfeited.

4. Code of Conduct

4.1 Commitment to Team Participation

Members commit to participating fully in team activities, including training sessions and matches. Members are expected to prioritise attendance for scheduled training and games throughout the season. Absences must be communicated promptly to the Coach or Manager. Members are expected to arrive on time and be appropriately equipped.

4.2 Respectful Behaviour

All Members must behave respectfully toward teammates, opponents, coaches, referees, volunteers, officials and spectators at all times. Discrimination, harassment, bullying or offensive behaviour will not be tolerated.

4.3 Sportsmanship

Members must demonstrate good sportsmanship, respect the rules of the game, and accept match officials' decisions without dissent.

4.4 Alcohol, Drugs and Substances

The possession, consumption or influence of alcohol, illegal drugs or prohibited substances during Club activities or on Club grounds is strictly prohibited.

4.5 Dress Code

Playing Members must wear the full Box Hill Rangers AFC uniform (jersey, shorts and socks) during all matches, unless otherwise approved by the Club.

4.6 Behaviour Toward Club Representatives

Members must treat all Club representatives – including committee members, coaches, managers, referees, volunteers and officials – with courtesy and respect at all times.

Abusive, threatening, intimidating, harassing or offensive behaviour will not be tolerated. This includes, but is not limited to:

- Verbal abuse
- Written abuse (emails, text messages, messaging apps)
- Social media posts, comments or direct messages
- Behaviour at games, training, meetings or online

This obligation applies regardless of whether the behaviour occurs during or outside of official Club activities, provided the behaviour involves or impacts the Club, its activities, or its representatives.

4.7 Communication Standards

Members must communicate with the Club and its representatives in a respectful, constructive and appropriate manner. Aggressive, abusive or excessive communications that place unreasonable demands on volunteers are considered misconduct.

Members acknowledge that the Club is operated by volunteers and agree to allow reasonable timeframes for responses.

5. Disciplinary Action

5.1 Breaches

Failure to comply with these Terms and Conditions or the Code of conduct may result in disciplinary action.

5.2 Disciplinary Powers

The Club committee may take disciplinary action where it reasonably believes a Member has breached these Terms and Conditions or engaged in misconduct.

Actions may include:

- Verbal or written warnings

- Temporary suspension from training, matches or Club activities
- Immediate suspension pending investigation
- Termination of membership

For serious misconduct, the Club reserves the right to take immediate action without prior warning.

5.3 Finality of Decisions

All disciplinary decisions made by the Club committee are final.

6. Complaints and Dispute Resolution

The Club is committed to providing a safe, inclusive and respectful environment in line with the Football Australia Member Protection Framework, Football NSW Member Protection requirements and Hills Football policies.

6.1 Raising a Complaint

All complaints or concerns must be submitted in writing via the Club's official email address or another process nominated by the Club.

Complaints should include sufficient detail to allow proper consideration. Complaints must be respectful, factual and identifiable. Anonymous complaints will not be investigated.

The Club will appoint a Member Protection Information Officer (MPIO), whose details are available on the Club website. The MPIO's role is to provide information about rights, responsibilities and options under the Football Australia and Football NSW Member Protection Frameworks. The MPIO is not responsible for investigating complaints.

6.2 Unacceptable Complaint Behaviour

Abusive, threatening or harassing behaviour during the complaint process constitutes misconduct and may result in immediate disciplinary action.

6.3 Review Process

The Club committee will review complaints in good faith and may seek additional information or external guidance from Hills Football or Football NSW where appropriate.

6.4 Outcome

Once a decision has been communicated, the Club is not obliged to enter into ongoing correspondence regarding the matter.

7. Social Media and Public Commentary

Members must not post, share or distribute content – including in private or closed groups – that is abusive, defamatory, misleading or damaging to the reputation of the Club, its Members, volunteers, officials or governing bodies.

Breaches of this section may result in disciplinary action.

8. Volunteering Requirements

As a community-based organisation, the Club relies on the active involvement of its Members to operate smoothly and function effectively. As such, all Members (or a parent/guardian of Members under 18) are required to contribute a minimum of **4 volunteer hours per season**.

8.1 Volunteer Opportunities

Volunteer hours can be fulfilled through various activities which include, but are not limited to:

- Game-day duties (e.g. ground official, field set-up)
- Team Coach or Manager roles
- Canteen or barbecue duty
- Pre-season preparation of facilities, equipment or uniforms
- Club governance or committee support
- Fundraising activities

The Club will endeavour to accommodate volunteering preferences, but may need to allocate tasks based on operational needs.

Volunteers in roles involving contact with children (including Coaches and Managers) must hold a valid Working with Children Check (WWCC) and complete any safeguarding, child protection or member protection training required by Football Australia, Football NSW, Hills Football or the Club.

8.2 Failure to Complete Volunteer Hours

Failure to meet volunteer obligations may result in consequences determined by the Club, including:

- Ineligibility for Club awards
- Suspension of membership privileges
- Ineligibility for registration in future seasons
- Application of volunteer bonds or levies in future seasons

9. Liability and Insurance

9.1 Assumption of Risk

Members acknowledge and accept the inherent risks associated with participation in football activities and agree to participate at their own risk, except where liability cannot be excluded by law. Members waive any and all claims against the Club, its committee members, coaches,

managers and volunteers for any injuries or damages sustained while participating in club activities.

9.2 Insurance

Basic injury insurance is provided through the Football NSW Limited Insurance Program. Members are encouraged to consider Optional Personal Injury Top-Up Cover.

10. Privacy and Data Protection

10.1 Personal Information

The Club collects, stores and uses personal information provided during the registration process for administrative and operational purposes. The Club will handle your data in accordance with applicable privacy laws.

The Club will not share personal data with third parties without prior consent, except as required by law, or for operational purposes.

10.2 Consent to Use of Image

Members consent to the use of images or video taken during Club activities for promotional purposes, including websites, social media, and print materials, unless withdrawn in writing.

11. Amendment of Terms

The Club reserves the right to amend these Terms and Conditions at any time. Updated terms will be communicated via email or the Club's official website. Continued participation constitutes acceptance of the updated terms.

12. Acknowledgement

Members acknowledge that participation in football is governed not only by Club rules, but also by the policies, regulations and codes of conduct of Football Australia, Football NSW and Hills Football.

By registering, Members agree to uphold the Club's values and comply with these Terms and Conditions.

If you have any questions about these Terms and Conditions or need further clarification, please contact the Club via email: info@rangersafc.com.au.