

Frequently Asked Questions (FAQs)

2026 Service Fee

1. What is the PlayFootball service fee?

The Service Fee is a % based charge applied to each transaction.

2. Why does PlayFootball charge a service fee?

The Service Fee contributes towards covering the costs associated with maintaining a secure and reliable online registration and payment platform. These include costs associated with ensuring the appropriate levels of customer support and payment processing fees.

3. What was the fee in 2025 and what will it be in 2026?

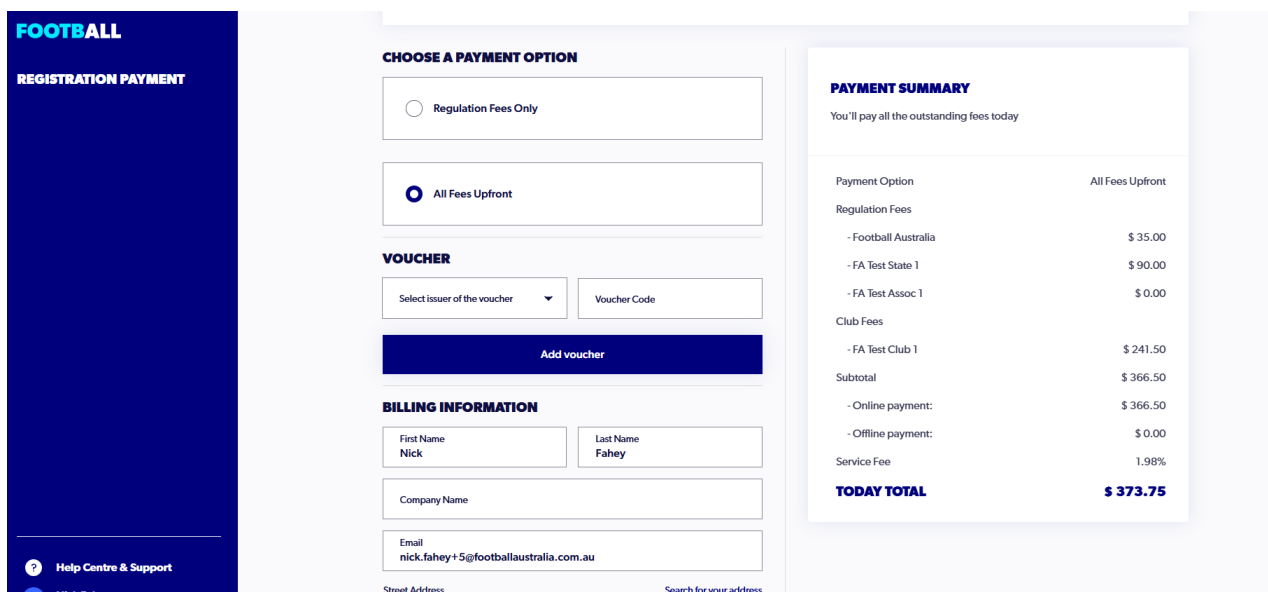
2025	2026
1.30%	1.98%

4. What does the 2026 Service Fee cover that the NRF allocation to PlayFootball doesn't?

The Service Fee contributes to covering costs incurred from payment processing fees and the PlayFootball support team whilst the NRF allocation to PlayFootball covers the development, maintenance and provision of the platform.

5. How is this fee shown to participants?

The 'Subtotal' is shown below exclusive of the Service Fee. The 'Today Total' is included below inclusive of the Service Fee.



FOOTBALL
REGISTRATION PAYMENT

CHOOSE A PAYMENT OPTION

Regulation Fees Only

All Fees Upfront

VOUCHER

Select issuer of the voucher

Add voucher

BILLING INFORMATION

First Name Last Name

Company Name

Email

Street Address

PAYMENT SUMMARY
You'll pay all the outstanding fees today

Payment Option	All Fees Upfront
Regulation Fees	
- Football Australia	\$ 35.00
- FA Test State 1	\$ 90.00
- FA Test Assoc 1	\$ 0.00
Club Fees	
- FA Test Club 1	\$ 241.50
Subtotal	\$ 366.50
- Online payment:	\$ 366.50
- Offline payment:	\$ 0.00
Service Fee	1.98%
TODAY TOTAL	\$ 373.75

Help Centre & Support
Nick Fahey

6. Is the Service Fee refunded as part of the refund process?

No. Service fees associated with the payment of Participant's Registration Fees on the Platform will not be refunded. Please refer to [the Football Australia Refund Policy to learn more.](#)

7. How does the fee compare to other systems?

Service fees are standard across sports administration platforms. PlayFootball's fee remains competitive and aligned with industry benchmarks. Please refer to the below comparison table for reference.

System	Service Fee
PlayFootball	Participant: 1.98%
Squadi	Participant: <ul style="list-style-type: none"> • 2.50% + \$0.30 (AU Credit Cards) • 2.85% + \$0.30 (AU American Express Cards) • 4.00% + \$0.30 (International Cards) • 2.00% + \$0.30 (Direct Debit)
revolutioniseSPORT	Participant: 2% + \$1.60
PlayHQ	Participant: 1.99% + \$0.30 Admin: 1.99%
TidyHQ (GameDay)	Participant: 2.7% + \$0.50 (Breakdown below) <ul style="list-style-type: none"> • 1% + \$0.20 (Tidy HQ) • 1.7% + \$0.30 (Stripe)
Rugby Xplorer	Participant: 2%

8. Does Football Australia profit from the service fee?

No - Football Australia is a not-for-profit organisation and all funds received are reinvested into football programs, services and projects. This includes the Service Fee, which contributes towards covering the costs associated with maintaining a secure and reliable online registration and payment platform. These include costs associated with ensuring the appropriate levels of customer support and payment processing fees.



9. Will the fee change again?

The service fee is fixed each year however may be subject to change in following and subsequent years.

10. How does Football Australia's service fee compare to standard merchant fees across Australia?

Online merchant fees vary greatly by business and service provider and by payment type. These can be up to 3%.