



Refund Policy

1. OBJECTIVE

The objective of the Refund Policy is to provide clear standards, procedures and policy for refunds for Volleyball BC offerings including Club participation for athletes and membership, registration for competitions, tournaments, recreational programs and leagues.

This Policy is in effect unless a specific refund policy is outlined for a particular program. All Harry Jerome rentals adhere to their specific rental contract with Harry Jerome Sports Center and rental agreements through the online court booking software and this Refund Policy does not apply.

2. DEFINITIONS

In addition to the definitions included in other Volleyball BC policies, as amended from time to time, the following definitions apply to this Policy:

- a) **Adult** – A person over the age of majority in British Columbia.
- b) **Child or Minor** - A person(s) under the age of majority in British Columbia.
- c) **Participant** – An individual registered with Volleyball BC for a program, competition, or other offering of service.
- d) **Individuals** - all persons employed by, contracted by, or engaged in activities with or on behalf of Volleyball BC including, but not limited to, employees, contractors, athletes, volleyball clubs, coaches, mission staff, referees, volunteers, managers, administrators, committee members, parents or guardians, spectators, and Directors and Officers.

3. REFUND REQUESTS FOR GENERAL PROGRAMS AND EVENT REGISTRATION

- This policy covers all VBC programs, clinics and events, unless explicitly stated on a specific registration.
- All refund requests must be made in writing to the Program Manager.
- VBC reserves the right to request a doctor's note should a participant withdraw due to injury or illness.
- Processing fees are not charged by Volleyball BC and so are non-refundable.

A. Participant withdrawal:

Prior to the registration deadline*	Refund minus a \$10 administrative fee and applicable processing fees
After the registration deadline*	No refund
Withdrawal due to injury or illness	Pro-rated refund minus applicable processing fees
Missed Sessions	There will be no refunds for missed sessions.

**If no deadlines are posted, the deadline is the first day of the program*

B. VBC Cancellation:

Prior to the beginning of the program	Full refund minus applicable processing fees
After the beginning of the program	Pro-rated refund minus applicable processing fees

C. Adult League Refund ONLY

- i. **VBC Cancellation:** In the event of external factors causing sessions to be cancelled (eg. inclement weather, facility malfunction etc), Volleyball BC will make every effort to reschedule the missed session.
- ii. In the event it cannot be rescheduled, **no refund will be issued.**
- iii. If this happens on more than 1 occasion during a program, a pro-rated refund will be issued for the missed sessions.
- iv. **Team Withdrawal:** If a team withdraws from a league or competition at any time, there will be no refunds issued to the team that elects to withdraw.
- v. **Missed sessions: There will be no partial refunds for teams missed sessions. League rules will apply and teams will be contacted with potential additional sanctions.**

4. YOUTH CLUB VOLLEYBALL - TEAM REGISTRATIONS

Withdrawal before the competition registration deadline	Refund minus a \$25 admin fee and applicable processing fees
Withdrawal after the competition registration deadline	No refund & a warning will be recorded*
Withdrawal after the competition registration deadline, within one week of the event	No refund, a warning will be recorded* & a \$100 sanction applied

**2 warnings in one season and a team will not be permitted to participate in the current season's Provincial Championship*

5. MEMBERSHIP FEES

- a) All membership and category fees are non-refundable.
- b) This includes:
 - Club registration fee
 - Competitive player and coach memberships*
 - Referee memberships*
 - Recreational player and coach categories

**These VBC membership fees include a portion that is paid to Volleyball Canada. This portion is non-refundable by Volleyball Canada*