



## Club Fees and Refund Policy

### Policy

- 1.0 Each year the Board of Directors will set the Club Fee amounts
- 2.0 Club Fees will be higher for teams that go to Volleyball Canada Nationals
- 3.0 All fees must be paid in full by the designated dates
  - 3.1 Any athlete who does not pay the Club Fees by the designate date(s) will be suspended from the team until fees are paid.
  - 3.2 All Club Fees must be paid by cash or e-transfer. No personal cheques or credit cards will be accepted.
- 4.0 Refunds will be considered by the Board of Directors only under specific extenuating circumstances.
- 5.0 Each refund request will be handled on a case by case basis and the Club Director or Board of Directors will make a final decision in a timely manner.
- 6.0 An administrative fee of \$30 will be required to process the refund.
- 7.0 Refunds will be prorated based on the amount of the season that has elapsed
  - 7.1 If less than 1 month has been completed, the athlete will be refunded 70% of the fee
  - 7.2 If 1-2 months have been completed, the athlete will be refunded 50% of the fees
  - 7.3 If greater than 2 months have been completed, the athlete will not receive any refund on fees
  - 7.4 The refund amount will also consider any unrecoverable expenses such as Volleyball BC/Canada fees and gear/uniforms that have been ordered.
- 8.0 Leaving the team due to an athlete being unhappy with playing time/coach, time commitment and/or other conflicts will not receive a refund.
- 9.0 Athletes (or Parents) who do not comply with Elevate Volleyball Club policies and are removed from the club roster will not receive a refund.