Refund Policy

Effective Date: January 1, 2025

1. Purpose

The purpose of this Refund Policy is to provide clear and consistent guidelines regarding the refund of player registration fees, program fees, and related payments. This policy ensures fairness to participants while maintaining the financial stability of the Club.

2. General Principles

- All refunds and their respective amounts, including administrative fees, are at the sole discretion of the Club.
- An administrative fee of $100.00 will be charged on approved refunds.
- Fees already paid for non-recoverable costs, including but not limited to registration, training, facilities, uniforms, insurance, and tournament fees, will not be refunded.
- Refunds will be issued via cheque or electronic transfer within 30 days of approval. Cash refunds will not be issued.
- This policy applies to all programs and events, including competitive, recreational, training-only, clinics, camps, tournaments, and travel experiences.

3. Refund Eligibility

Refunds will only be considered in the following situations:

3.1. Program Cancellation by SRVC

- Full refunds, including administrative fees, will be issued if the Club cancels a program or event.
- Applies to all programs, including competitive, recreational, training-only, camps, clinics, tournaments, and travel experiences.

3.2. Player Withdrawal Due to Medical Condition or Injury

- Eligible only for competitive programs.
- Requests must be submitted within 10 calendar days of the injury or medical diagnosis.
- Medical documentation from a licensed physician or health professional must be provided.
- Refunds are at the sole discretion of SRVC and will consider non-recoverable costs.

3.3. Training-Only Players Moving to Competitive Program

- Training-only players who earn a spot in a competitive program will have fees adjusted to the applicable competitive program fee.

- Any amounts paid toward the training-only fee will be applied toward the competitive program fee.

- No separate refund is provided for the difference; fees are adjusted only upward.

4. No Refunds Will Be Issued

Refunds will not be provided under the following circumstances:

- Disciplinary Action:
  - If a player is suspended, removed, or expelled by SRVC, the Ontario Volleyball Association (OVA), or Volleyball Canada (VC) as a result of the behavior or conduct of the player or the player's parent(s)/guardian(s).

- Program Decisions and Dissatisfaction:
  - If a participant or parent/guardian disagrees with, or is dissatisfied with, any Club decision, including but not limited to:
    - Team or tier placement
    - Assigned coach
    - Roster selection, playing time, training plans, or program structure
  - This applies at any time, including before the season, during the season, or after team assignments have been finalized.

- Refunds are not provided for camps, clinics, tournaments, travel experiences, or other events after the program start date, except in cases of program cancellation by SRVC.

- Non-refundable items including, but not limited to:

  - Kits/uniforms once distributed
  - Equipment
  - Tournament fees once registered
  - Tryout or assessment fees
  - Donations and sponsorships
  - Travel expenses or optional merchandise

5. Administrative Fee

A $100.00 administrative fee applies to all approved refunds, except in the case of program cancellation by SRVC, where the full fee including administrative fees will be refunded.

6. Responsibilities

- Parents/Guardians/Players: Refund requests must be submitted using the Club's official Refund Request Form, available from the Club Registrar. Requests submitted via email, letter, or other informal methods will not be considered. All supporting documentation must be attached to the form.

- Club Registrar: Reviews requests, applies non-recoverable costs, and processes approved refunds.

Note: All refund decisions made by the Club Registrar are final. There is no appeal process.

7. Policy Review

This Refund Policy will be reviewed annually by the Board of Directors to ensure it remains fair, transparent, and compliant with legal and regulatory requirements.