

REFUND POLICY

DEFINITIONS

- 1) The following terms have these meanings in this Policy:
 - a) *“Athletes”* – all players on SVC volleyball teams
 - b) *“Case Manager”* – A decision maker chosen by the board of directors of SVC.
 - c) *“Days”* – Days irrespective of weekend and holidays
 - d) *“Petitioner”* – The Athlete requesting a Refund
 - e) *“Refund”* – A Refund will include all fees paid to SVC by the Athlete except for the Volleyball BC membership fee, the Uniform Fee, the Team Kit Fee, the Coordinator Fee, and the Try Out Fee. Notwithstanding the above, in the event the Athlete requests a refund before the Withdrawal Date set by SVC the Refund will be subject to the discretion of board of directors of SVC.
 - f) *“Refund Request Form”* - ... see attached
 - g) *“SVC”* – the SKY Volleyball Club

PURPOSE

- 2) SVC operates on a tight budget without any leeway for refunds. We purposely budget tem and program fees with little or no margin in order to keep player fees as low as possible. Further, SVC is a not for profit organization. Funds used to provide for the year are primarily sourced from club/program fees paid by the athletes and partially subsidized by a grant from BC Gaming.

APPLICATION OF THIS POLICY

- 3) This Policy applies to all Athletes.
- 4) This Policy applies to refund requests during the course of the SVC season.

CLAIMS

- 5) Any Athlete may petition to board of directors of SVC for a Refund by filing a Refund Request Form.
- 6) A fee of \$20.00 will be charged for any Refund Request Form submitted to SVC.
- 7) The Case Manager will only consider Refunds for Athletes who:
 - a) Request a Refund before the Withdrawal Date set by SVC;
 - b) In the event of a serious injury or medical condition: or
 - c) Unforeseeable life change that prevents the player from participating in our SVC’s program.

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8) Refunds are granted at the sole discretion of the Case Manager.

DECISION

9) Within 20 days of the Refund Request Form being submitted to SVC, the Case Manager will determine whether a Refund is granted.

10) In the event that a Refund is granted:

- a) The Case Manager may waive the \$20.00 petition fee at his sole discretion; and will notify the Petitioner and SVC of the decision.
- b) SVC will then have 15 days from the date they were notified of the decision to refund the Athlete.

11) In the event that a Refund is denied:

- a) The Case Manager may waive the \$20.00 petition fee at his sole discretion; and will notify the Petitioner and SVC of the decision.
- b) In the event the Case Manager waived the \$20.00 petition fee, SVC will refund the fee within 15 days of being notified of the decision.

12) The decision of the Case Manager is not appealable.