

## **DEFINITIONS**

The following terms have these meanings in this Policy:

- a) “Athlete” – means a player on a SKY volleyball team.
- b) “Case Manager” – A decision maker(s) chosen by the SKY..
- c) “Days” – Days irrespective of weekend and holidays
- d) “Eligible Fees” – A portion of the overall fees paid to SKY that would exclude costs associated with Athlete apparel, Coordinator fees, evaluations, coaches or costs already incurred which could be but not limited to practices, travel, meals, tournaments that occurred prior to the Refund Request Form being submitted. All Eligible Fees will be subject to the discretion of SKY.
- e) “Life Changing Event” - A life changing event will be considered as;
  - a. A move where travel to make practices would not be logical.
  - b. Unforeseen financial change (ie loss of job, loss of parent, divorce).
- f) “Petitioner” – The Athlete requesting a Refund.
- g) “Refund” - The Eligible Fees paid to SKY by the Athlete.
- h) “Roster Lock Schedule” – As per the Volleyball BC (VBC) Handbook (published annually) the date set out that SKY is required to meet for all Athletes to be registered in VBC’s database and submission of each team’s final roster for the season.
- i) “SKY” - means SKY Volleyball Club.

## **PURPOSE**

SKY operates on a tight budget with limited leeway for refunds. SKY purposely budgets team and program fees with little or no margin to keep Athlete fees as low as possible. Furthermore, SKY is a not-for-profit organization. Funds used to cover expenditures for the year are primarily sourced from club/program fees paid by the Athletes and partially subsidized by a grant(s) from BC Gaming and some corporate fundraising.

## **APPLICATION OF THIS POLICY**

This Policy applies to all Athletes and refund requests during the course of the SKY season.

## **CLAIMS**

1. Any Athlete may petition to SKY for a Refund by submitting a refund request form to [refunds@skyvolleyballclub.ca](mailto:refunds@skyvolleyballclub.ca).
2. The Case Manager will only consider Refunds for Athletes who:
  - a. Request a Refund before the Roster Lock Schedule as determined by VBC,
  - b. In the event of a serious injury or medical condition, or
  - c. Unforeseeable Life Changing Event that prevents the Athlete from participating in SKY’s program.
3. Refunds are granted at the sole discretion of the Case Manager.

## **DECISION**

4. Within 20 days of the Refund Request Form being submitted to SKY, the Case Manager will determine whether a Refund is granted.
5. In the event, that a Refund is granted:
  - a. the Case Manager will notify the Petitioner and SKY of the decision.
  - b. SKY will then have 15 days from the date they were notified of the decision to refund the Athlete.
6. In the event, that a Refund is denied:
  - a. the Case Manager Will notify the Petitioner and SKY of the decision.
7. The decision of the Case Manager is not appealable.