



CLUB POLICY

Refund Policy

Air Attack Volleyball Club

STATUS	Approved
ADMINISTRATOR	Club President or designate
REFUND CONTACT	Club Administrator - merle@airattack.ca
APPROVED BY	Air Attack Volleyball Club Board of Directors
EFFECTIVE DATE	September 10, 2026

Purpose and Principles

Air Attack Volleyball Club (the Club) recognizes that circumstances may arise that prevent an athlete or participant from completing a season or program. This Policy establishes clear and consistent refund rules while recognizing that many Club costs are committed or incurred in advance and cannot be recovered when participation ends early.

Club Team Fees support the delivery of the full season, including jerseys, practice facilities, tournament entry fees, coach education and training, and Club administration. This Policy therefore distinguishes between Club Team Programs, which involve a season-long commitment, and Training Programs or other non-team programs, which are refunded on a prorated basis.

Definitions

The following terms have these meanings in this Policy:

Club - Air Attack Volleyball Club.

Club Team Fee - the fee charged by the Club for participation on an Air Attack club team, excluding Volleyball BC and Volleyball Canada membership or registration fees paid directly to those organizations.

Club Team Program - an Air Attack team program in which an athlete accepts a roster position and participates in a season of practices, competitions, and related team activities.

Training Program - a training series, camp, clinic, development program, or other Air Attack program that is not a Club Team Program.

Withdrawal Date - the date on which the Club receives written notice that an athlete or participant will no longer participate in the Club Team Program or Training Program. The Club may recognize an earlier date in exceptional circumstances where it is reasonable to do so.

Club Team Fees and Payment

Club Team Fees are due in full at the time of registration unless the Club approves a payment arrangement. Payment plans may be approved by the Club on an individual, ad-hoc basis and do not change the total Club Team Fee or the application of this Policy.

Volleyball BC and Volleyball Canada membership and registration fees are paid directly to those organizations and are not Club Team Fees. Any refund of those amounts is governed by the applicable Volleyball BC or Volleyball Canada policy.

Where a refund is approved for an athlete on a payment plan, the refund entitlement will be calculated using the full Club Team Fee. Amounts already paid and any remaining amount for which the athlete is responsible under this Policy will be reconciled before any payment is returned or future instalments are cancelled.

Eligibility for a Club Team Refund

A refund of Club Team Fees may be considered when an athlete is unable to reasonably continue participating for the balance of the season because of injury, relocation, significant family circumstances, or another circumstance accepted by the Club.

Refunds are not automatic. An approved refund is subject to the maximum percentage available on the Withdrawal Date under the Club Team Refund Schedule below.

Club Team Refund Schedule

The maximum refund available for an approved Club Team refund is:

Withdrawal Date	Maximum Refund of Club Team Fee
On or before January 31	75%
February 1 to February 28	50%
March 1 to March 31	25%
After March 31	No refund

The percentages above are applied to the full Club Team Fee and are intended to recognize that a growing portion of the season costs has already been committed or incurred as the season progresses.

Voluntary Withdrawal

Refunds are not normally available where an athlete voluntarily withdraws from a Club Team Program or chooses not to complete the season. This includes, for example, a change of mind,

dissatisfaction with team placement, playing time, coaching decisions, scheduling or travel expectations, or a preference to participate with another program.

A circumstance that begins as a voluntary withdrawal may still be considered under the Eligibility for a Club Team Refund section if the Club determines that significant or exceptional circumstances make continued participation unreasonable.

Removal, Suspension, or Termination for Cause

An athlete who is removed from a team, whose participation is terminated, or who is suspended for the balance of the season as a result of a disciplinary decision, a breach of the Club's Code of Conduct and Ethics, or another breach of Club policy is not entitled to a refund of Club Team Fees.

A temporary suspension or participation restriction does not normally result in a refund or credit for missed practices, competitions, or other team activities. The Club may make an exception in extraordinary circumstances where it determines that fairness requires a different result.

Club-Initiated Changes or Cancellations

If the Club cancels a Club Team Program or materially curtails an athlete's season for reasons unrelated to the athlete's conduct, the Club may provide an appropriate refund or credit after considering the portion of the program delivered and costs that have already been committed or incurred. The Club Team Refund Schedule does not limit the Club in these circumstances.

The cancellation, rescheduling, or replacement of an individual practice, tournament, competition, or other isolated program element does not automatically create a right to a refund because Club Team Fees support the season as a whole.

Training Programs and Other Non-Team Programs

The Club Team Refund Schedule does not apply to Training Programs or other non-team programs. A participant may withdraw from a Training Program and receive a prorated refund based on the portion of the program remaining as of the Withdrawal Date, less a \$25 administration fee.

For Training Program refunds:

- sessions that have already occurred are considered used for the purpose of calculating the refund, whether or not the participant attended those sessions;
- refunds are not provided for individual missed sessions;
- if a participant withdraws before the first scheduled session, the program fee will be refunded less the \$25 administration fee;
- no refund is available once all scheduled sessions have occurred; and
- if the prorated refund is \$25 or less, no refund will be payable after application of the administration fee.

If the Club cancels an entire Training Program before it begins, the Club will refund the Club program fee and the \$25 administration fee will not apply. If the Club cancels one or more scheduled sessions and does not provide a reasonable replacement or rescheduled session, the Club may provide an appropriate prorated refund or credit for the affected sessions without applying the \$25 administration fee.

Submitting a Refund Request

Refund requests must be submitted in writing to the club administrator (merle@airattack.ca) and should identify the athlete or participant, the team or program, the date participation has ended or will end, and the circumstances supporting the request.

The Club may request reasonable supporting information where necessary to assess a request. The Club will not require information beyond what is reasonably necessary to determine whether the request falls within this Policy.

Refund Decisions and Exceptional Circumstances

The President or designate will decide refund requests and may consult the appropriate Technical Coordinator or other Club representative where necessary. The Club may approve, deny, or adjust a refund where exceptional circumstances make strict application of this Policy unreasonable.

Except where the Club has cancelled or materially curtailed a program, an exception will not normally result in a Club Team refund greater than the maximum percentage available on the applicable Withdrawal Date.

Review and Amendment

The Board will review this Policy periodically and may amend it as required.

This Policy takes effect on the date it is approved by the Board.