

## GPRC Wolves Volleyball Club Refund Policy

As GPRC Wolves Volleyball Club is a non-profit organisation our goal is to set realistic budgets and provide upfront costs to each athlete and parent at the start of the season. As such we are very hesitant to offer refunds so we can maintain our budget and prevent incurring additional costs to athletes/parents. Strong evidence must be provided from the parent/athlete to explain why you feel a refund should be given. Following tryouts for all ages a 100% non-refundable payment of \$250 will be collected. *At no point is an athlete or parent eligible to receive this amount back as this covers the cost of registration through the AVA, tryout facility rentals, and clothing (all fees we pay immediately upon team selection).* Each refund is handled on a case to case basis – the following outline some major instances when we will/will not offer refunds.

### **Removal before Deadline Due**

Each athlete in the Midget or Juvenile age group must have all fees paid (or other arrangements made through Club Coordinator) by January 31, Bantam Dates are 2 weeks following tryouts. Players wishing to drop out before the fee payment date can request a refund of any fees paid. It is our hope that this allows players a chance to confirm practice schedules and assess whether they can commit to the team for the duration of the season based on their own schedules.

\*\*\*\* This is not intended to give players a free month to decide whether they wish to continue or not. Upon tryouts completing we expect that athletes/parents communicate with their coach to make sure they understand what time commitment is expected. If you are selected to play it is very important that you consider this commitment before accepting a position on the team and allowing another player to get cut.

As such dropping out prior to January 31 does not guarantee 100% refund. \*\*\*\*

### **Moving from Grande Prairie**

In instances where athletes move during the club season the athlete/family can request a refund. This is calculated using a pro-rated system taking into account things like the number of practices, hotel costs incurred and bus costs incurred.

### **Personal Conflict (After Deadline Due)**

Athletes who feel there is major personal conflict that cannot be resolved may request a refund. Severe situations such as bullying or coach mistreatment fall under this umbrella. Every attempt will be made by coaches or the club to deal with these issues before removal is requested. Other personal decisions to leave the club are generally not accepted as sufficient rationale to warrant a refund. While we completely understand and support parental decision like removal for issues like insufficient marks in school – this is *not a situation where we will give a refund*. In a general sense removal by parents/athletes made by their own choice (I don't have time, I have to work, I don't like the position my coach is playing me) are not regarded as sufficient reason to provide a refund. Please refer to section on [addressing issues and filing complaints](#) to look at the process by which any issues are addressed and resolved in the GPRC Wolves Volleyball Club. We will always try to work through this procedure before we start to look into refunds and removal from play.

### **Removal Due to Misconduct**

Any athlete who has been removed from the GPRC Wolves Volleyball Club due to misconduct (including things like drinking, drug use, continued misbehaviour etc.) will not be given a refund. Please refer to section on [addressing issues and filing complaints](#) to look at the process by which any issues are addressed and resolved in the GPRC Wolves Volleyball Club.

## Travel Refunds

There are no refunds available for athletes who are not travelling on the bus. Your fees include bus costs and your seat is paid whether you are riding or not. Players missing tournaments for personal reasons – family vacations for example – are also not eligible for refunds.

## Major Injury

Players sustaining a major injury can request refunds. This is a tricky situation and each individual case will be addressed in the following sequence.

1. Once the injury is sustained – athletes/parents see a doctor and generate a timeline for recovery
2. Following the doctor – a meeting/discussion between the coach, parents, and club coordinator will occur. There are two situations to consider
  - a. Player will be unable to return and their season is over
    - i. In situation a, prorated costs will be considered and a refund can be issued immediately
  - b. Player will be able to return to play before the end of the season

The meeting will address concerns such as player's role while injured – can the player partake in certain activities? Are both the player and coach on board with working through a recovery process? Would keeping the player be beneficial to the individual and the team?

After discussion the athlete and parent must decide whether a player will remain on the team and whether a refund at this point is requested. *If there is no direct request for a refund at this time*, then the athlete will continue with the team injured – travel to all tournaments and continue on as normal. If the parent/athlete wishes to look into refunding based on injury there are several factors to consider:

- Participation in practice?
- Travel to tournaments?

If the player wishes to continue to attend practices and tournaments they will still be incurring cost to the club. For this reason a charge must still be applied to the injured athlete and only complete removal would have the athlete eligible for a full (prorated) refund. However if the player wishes to continue on and return to play the coach will likely request his/her continue attendance at all team activities. For this reason we would not recommend complete removal from the team if a return to play is planned. As such refunds will be prorated to a 50% refund for practices and tournaments missed while injured.

\*\*\*Depending on the injury and the ability to participate in practices/tournaments these numbers may be adjusted, and these will be discussed at the original meeting (or subsequent discussion) \*\*\*

3. Throughout the remainder of the season both the coach and coordinator will be notified on how the injury is healing and progressing or if any major timelines are adjusted. At any moment the parent/athlete may choose to remove themselves completely and request a full (prorated) refund. The athlete will be charged the 50% for time spent with the team until such a decision has been communicated to both the coach and coordinator.
4. Following the conclusion of the season all prorated refunds will be calculated and refund cheques issued to parent/athlete.