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Coastal Wave Volleyball Club - Refund Policy

1. Purpose

This policy outlines the conditions under which refunds are issued for withdrawals from Coastal Wave Volleyball Club programs, including but not limited to Jr Coastal Wave, Fall Prep, and Clinics. All refund requests must be submitted in writing to the Registrar at info@coastalwavevc.com

2. Program Refund Policy

Refund Eligibility

Withdrawal 2 Weeks or More Prior to Program Start Date

- Refunds will be issued for withdrawal requests received at least 14 days (2 weeks) before the program start date.
- A $25 administrative fee will be deducted from the refund.

Withdrawal Less Than 2 Weeks Prior to Program Start Date or After Program Start

- Refunds are not guaranteed and are subject to the following conditions:
  - Approval by the Registrar is required, and a refund will only be issued if a replacement participant is found.
  - If approved, the refund will be subject to:
    - A $25 administrative fee.
    - A prorated refund based on the number of sessions elapsed.
    - Deduction of unrecoverable costs (e.g., program insurance, shirts, etc.).

Medical Withdrawal

- If a participant withdraws due to a medical or injury-related issue, program fees will be refunded on a prorated basis.
- Coastal Wave Volleyball Club may request a doctor's note to verify the medical withdrawal.

Submission Process

- All refund requests must be submitted in writing to the Registrar at info@coastalwavevc.com
- Requests will be reviewed, and refunds, if applicable, will be processed in accordance with the above conditions.

3. Club Team Refund Policy

Coastal Wave Volleyball Club, a non-profit organization, strives to maintain affordable programs by setting and communicating team budgets at the season's start via email or parent meetings. To adhere to these budgets and avoid additional costs, refunds are limited and evaluated on a case-by-case basis by the Board of Directors, with final decisions made promptly.

Refund Eligibility

Refunds are only considered under extenuating circumstances and are subject to approval by the Registrar. The following guidelines apply:

Withdrawal Before Registration Night

- A full refund may be considered if an athlete withdraws before the registration night.
- Deposits are non-refundable at ANY time.

Withdrawal After Registration Night

No refunds are available after registration night due to upfront, non-recoverable costs.

- Partial refunds, if approved, are subject to:
  - A $50.00 cancellation fee.
  - A prorated amount based on the number of sessions, training, tournaments, etc., elapsed.
  - Deduction of unrecoverable costs, including but not limited to:
    - Volleyball BC registration fees.
    - Uniform and team gear costs.
    - Warm-up shirt costs.
    - Tournament entry fees (e.g., Nationals) paid upfront.

Eligible Circumstances for Partial Refunds

The Board of Directors may consider partial refunds for the following reasons:

- Injury or medical condition (requires a doctor's note).
- Relocation out of province or country.
- Other extenuating circumstances (must be clearly explained to the executive).

Non-Eligible Circumstances for Refunds

No refunds will be issued for withdrawals due to:

- Removal from the team for misconduct or breaking team rules.
- Leaving due to dissatisfaction with playing time or role on the team.
- Conflicts with time commitment or other personal reasons.

Submission Process

All refund requests must be submitted in writing to info@coastalwavevc.com

- Requests will be reviewed by the Registrar and the Board of Directors, with decisions based on the above criteria.