



Refund Policy

This policy was approved by the Board of Directors on February 27, 2026.

1. Purpose

The purpose of this policy is to protect the London Volleyball Club ("LVC"), a non-profit community organization, from financial hardship, ensure programming costs remain low, and avoid incurring additional costs.

2. Definitions

- a) LVC: London Volleyball Club.
- b) OVA: Ontario Volleyball Association
- c) Board: The duly appointed members of the LVC Board of Directors.
- d) Committee: Any authorized and recognized committee of LVC.
- e) Members: Any person directly or indirectly involved in an approved activity in the capacity of competitor, observer, athlete, coach, assistant coach, practice volunteer, trainer, manager, parent, official, spectator, employee, committee member or association member or any other person present or involved in the activity.

3. Scope of Application

- a) This policy statement applies to all club members, including coaches, athletes, Board of Directors, Team Managers, volunteers, parents, and any other person performing a role within the club.
- b) This policy applies to all programming options offered by the club, inclusive of competitive team programming, developmental programming, private training, camps, clinics, tournaments, events, and any other option organized by LVC.

4. Considerations for Competitive Team Programming

Each season with the Ontario Volleyball Association (OVA), full fees and/or first installments for competitive team programming are due on signing and submitting the contract, and these contracts are void without payment of the full fees and/or first installment. In general, *these fees are not eligible for full refund* once submitted and received.

In extremely exceptional circumstances, (partial) credit can be considered. These situations will be considered and decided on a case-by-case basis by the LVC Board of Directors. Members can initiate these requests by contacting the President (president@lvcfire.com) who will submit the request to the Board of Directors.

Possible situations that can be considered for (partial) credit are outlined below:

- a) Significant or new injury and/or medical condition (requires medical note);
- b) Unexpected and mandatory moving out of province/country;
- c) Extenuating concerns involving personal conflict and/or compassionate reasons.

For the sake of transparency and clarity, there are significant parts of the competitive team programming fee that involves costs that must be paid upfront. These costs are not eligible for any (partial) credit, and include:

- a) OVA competitive athlete membership fees;
- b) OVA coach and/or director membership fees;
- c) OVA club and/or team membership fees;
- d) Club administrative costs and staff stipends;
- e) Club equipment and software costs;
- f) Club sizing, signing, and meeting costs;
- g) OVA/Club coach training and development fees;
- h) Club coach stipends; and
- i) Club apparel costs.

Costs that may be considered for a (partial) credit include:

- a) OVA team tournament fees; and
- b) the proportional amount of gym facility costs.

In addition to the competitive team programming fee, the following costs related to the competitive team program are not eligible for (partial) credit:

- a) Any fees collected for an LVC early identification, fitness, or tryout session;
- b) Respect In Sport certificate costs for parents/guardians;
- c) Any additional required payments related to an athlete's team involvement, as defined by the Board.

For any and all situations where a request for a (partial) credit has been made, the decision of the LVC Board of Directors is final and not eligible for appeal.

5. Considerations for Developmental Programming

LVC offers a few different options for developmental programming: Sparks, Feed the Fire, and Fan the Flames. The developmental programming is structured across three seasons—fall, winter, and spring. Each of the seasons operates independently and any considerations for (partial) credit for developmental programming are restricted to the season in question. In general, *these fees are not eligible for full refund* once paid.

There are some exceptional circumstances where (partial) credit can be considered (minus an administrative fee of 15%), as determined by the Developmental Programming Coordinator (development@lvcfire.com). Possible situations that can be considered for (partial) credit are outlined below:

- a) Significant or new injury and/or medical condition (requires medical note);
- b) Unexpected and mandatory moving out of province/country;
- c) Extenuating concerns involving personal conflict and/or compassionate reasons.

Beyond these reasons, (partial) credits are only possible if a replacement is found for the spot in the respective developmental programming. The Developmental Programming Coordinator (development@lvcfire.com) keeps a waitlist for each respective programming for this purpose.

For any and all situations where (partial) credit has been made, the decision of the LVC Developmental Programming Coordinator and/or Youth League Coordinator is final and not eligible for appeal.

6. Considerations for Kindle Programming

LVC helps our qualified coaches connect with athletes seeking more personalized and focused coaching through private training by setting aside gym facility spaces for this purpose.

All organization and payment of fees occurs beyond the scope of the club, simply between the coach and the interested parties, and the coach pays a prearranged percentage of that fee to the club for the use of that space after the programming event has occurred.

As such, there should be no problems involving (partial) credit from LVC for our Kindle Programming.

7. Considerations for Camps and Clinics

LVC offers a range of off-season (summer) camps and clinics, including LVC All-Skills Camp, High-Performance Camp, Learn the Game and more, and occasionally offers in-season camps and clinics. In general, *these fees are not eligible for full refund* once paid.

There are some exceptional circumstances where (partial) credit can be considered, as determined by the Board of Directors. Members can initiate these requests by contacting the President (president@lvcfire.com) who will submit the request to the Board of Directors. Possible situations that can be considered for (partial) credit are outlined below:

- a) Significant or new injury and/or medical condition (requires medical note);
- b) Unexpected and mandatory moving out of province/country;
- c) Extenuating concerns involving personal conflict and/or compassionate reasons.

Beyond these reasons, (partial) credit is only possible, if a replacement is found for the spot in the respective camp or clinic. The lead coaches of each camp or clinic keep a waitlist for each for this purpose.

For any and all situations where a request for (partial) credit has been made, the decision of the LVC Board of Directors is final and not eligible for appeal.

8. Considerations for Tournaments, Adult Programming, and other Events

LVC offers a variety of additional programming, including tournaments, adult leagues, and social events throughout all seasons. In general, *these fees are not eligible for full refund* once paid.

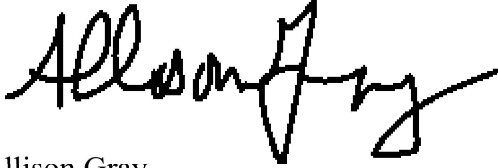
There are some exceptional circumstances where (partial) credit can be considered as determined by the Board of Directors. Members can initiate these requests by contacting the President (president@lvcfire.com) who will submit the request to the Board of Directors. Possible situations that can be considered for (partial) credit are outlined below:

- a) Significant or new injury and/or medical condition (requires medical note);
- b) Unexpected and mandatory moving out of province/country;
- c) Extenuating concerns involving personal conflict and/or compassionate reasons.

Beyond these reasons, (partial) credit is only possible if a replacement is found for the spot in the respective programming event. It should be noted that waitlists are not usually kept for this type of programming for this purpose, thus finding replacements are usually the responsibility of the original participant.

For any and all situations where a request for (partial) credit has been made, the decision of the LVC Board of Directors is final and not eligible for appeal.

The club aims to work efficiently in dealing with any requests for partial refund, reimbursement, or credit but our volunteers can be quite busy, especially at certain times of the year. As such, we appreciate your patience as we help you with these matters and we appreciate your support as a local non-profit organization.

A handwritten signature in black ink that reads "Allison Gray". The signature is fluid and cursive, with the first name being more prominent than the last.

Allison Gray

President
London Volleyball Club
president@lvcfire.com