



# Maverick Volleyball Club

## Refund / Cancellation Policy for Competitive Teams

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Signing the OVA Player Contract is a legal commitment and as such, brings with it certain responsibilities on both parties. Similarly, accepting a position on a Maverick team is a commitment not only to the Club and the Coach, but to the other team members as well.

Our refund policy takes into account that numerous fees paid on your behalf are non-refundable; and that a suitable replacement player is seldom available, which means an increased financial burden is placed on the remaining families due to any child's departure after a commitment has been made to the team.

Please note that no refunds will be given after OVA registrations have been submitted.

There are only three exceptions:

- (a) if your child is asked to leave the Club for any reason other than a breach of the Athlete Code of Conduct;
- (b) your child sustains a season-ending injury during a sanctioned Club activity, or
- (c) a suitable replacement player is signed to the team, and registered with the OVA before February 1st, to defray costs to the balance of the team.

For refund requests for any of the exceptions noted above, any portion of fees that have already been consumed or products or services purchased on your child's behalf during your time with the club cannot be refunded. For exception (a) and (b), we will refund 100% of all remaining (refundable) fees from that date. For exception (c), we will refund 50% of remaining refundable fees from the date the new player takes over.

Examples of non-refundable expenditures are: money already spent by the Club for things such as athlete registration, tournament registration, practice gym permits, uniforms and other team expenses, sponsorship or fundraising funds, airfare, etc.

# Process for requests for reimbursement by the club

1. Expenses are incurred.
  2. Expense claim along with the receipts are provided to the Treasurer for approval.
  3. Treasurer approves and uploads to "To be paid folder" in Dropbox with an email to [accounts@maverickvolleyball.ca](mailto:accounts@maverickvolleyball.ca) informing that an expense has been submitted.
  4. Treasurer ensures that the individual submitting the expense claim's bank information has already been submitted to the Club as payments will be done by EFT. (Picture of a void cheque is preferred)
  5. Payment is processed by the Club and the supporting documents will be moved to the "Paid" folder in Dropbox.
  6. EFT payments are processed every second Wednesday for Friday payment. All expense claims should be in by Tuesday.
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