

Refunds Fines and Financial Penalties Policy

Effective August 31, 2026 • Applies to the 2027 season and until replaced

The Club will disclose registration fees, payment schedules and known participant costs before a participant accepts a roster position or registers for a program.

Registration commitments

Once an athlete accepts a roster position, any deposit identified as non-refundable in the registration materials will remain non-refundable because the Club begins committing funds for gym rentals, tournament registration, uniforms, equipment, coaching and administration.

All payment deadlines and installment options will be communicated in writing. Families experiencing financial difficulty should contact the Club Director before a payment becomes overdue to discuss whether an arrangement is available.

An athlete with an overdue balance may be temporarily withheld from practices, competitions, travel bookings or other Club activities after written notice and a reasonable opportunity to resolve the balance.

Refunds

Before the first scheduled team practice, payments beyond the stated non-refundable deposit may be refunded, less non-recoverable expenses already paid or committed on the athlete's behalf.

After practices begin, refund requests will be reviewed individually. Any approved refund will exclude amounts already paid or irrevocably committed for the athlete, including uniforms, registrations, gym costs, travel or administration.

A request arising from a season-ending injury must include appropriate medical documentation. The Club may approve a prorated refund after deducting non-recoverable costs.

A refund will not normally be provided when an athlete voluntarily withdraws after the season begins or is removed for a serious or repeated breach of Club or governing-body policies.

If the Club cancels a program or is unable to provide a material portion of the service, affected participants will receive an appropriate full or prorated refund for the undelivered portion.

Fines damages and replacement charges

A participant or parent/guardian may be responsible for a direct fine, charge, damage or replacement cost arising from that participant's conduct, including:

- a fine imposed by Volleyball BC, Volleyball Canada, a tournament organizer, league or facility operator that is directly attributable to the participant's conduct;
- intentional or negligent damage to a facility, equipment, uniform or other Club property;
- lost, damaged or unreturned Club equipment or uniforms; or
- a documented additional cost caused by a breach of Club, team, facility or governing-body rules.

No fine or financial penalty will be applied without written notice stating the reason, amount, supporting information and payment deadline. The Club will not impose undisclosed or arbitrary penalties. A participant may request a review under the Complaint Dispute and Issue Resolution Procedure before the payment deadline.

Requests and decisions

Refund requests and disputes about a charge must be submitted in writing to Jarrett Potskin, Club Director, at pgtitansvolleyball@gmail.com. The Club will acknowledge the request and provide a written decision. Approved refunds will normally be issued within 30 days after the decision, using a practical payment method selected by the Club.

Related policies

This document forms part of the Titans Volleyball Club 2027 policy collection. Read it alongside the other applicable Club policies and Volleyball BC policies.