



Policy on Refunds

(1) Policy Statement

Gay Ottawa Volleyball is a volunteer-run not-for-profit organization, designed to have little or no margins to keep participant fees as low as possible. Our refund policy is intended to be fair and equitable, in alignment with our mission to provide an inclusive and fun environment that serves as a healthy social venue for the LGBTQ community.

(2) General policy

2(1) Timeliness

- a. GOV will make every effort to provide a refund within 14 days after the refund request has been approved.
- b. If there is ever a time when GOV receives a higher than normal number of refund requests, it could take up to 30 days to process.

2(2) Disciplinary Issues

- a. Neither refunds nor credits are provided in the event that a participant is expelled from a program or event as the result of a violation of our Code of Conduct or Harassment Policy.

2(3) Credits

- a. In the event that GOV is unable to provide refunds, GOV will provide a credit, in full or in part, in proportion to the credits GOV obtains from third parties (i.e. vendors and host facilities).
- b. Credits issued can be used for any offering by GOV.
- c. Credits are transferable using the Player Portal.

(3) Program-specific policies

3(1) Monday Drop-in (and other ad hoc programming)

- a. No refunds will be provided for drop-in sessions, skills development clinics, or other ad hoc programming
- b. No refunds will be provided for punch cards.
- c. Punch cards are transferable. GOV does not require notification to transfer a punch card.

3(2) Wednesday League

- a. During the registration period:
 - i. If a team withdraws more than 14 days prior to the start date of the league, 100% of the registration fee will be refunded, minus a \$20 administration fee.
 - ii. If a team withdraws between 13 and 8 days prior to the start date of the league, 50% of the registration fee will be refunded, minus a \$20 administration fee.
 - iii. If a team withdraws 7 or fewer days prior to the start date of the league, the team is not entitled to a refund.

- b. During the volleyball season:
 - i. No refunds will be provided if a team withdraws during the volleyball season.
 - ii. If an individual player withdraws from a team during the volleyball season, they are not entitled to a refund from GOV. They might be able to receive compensation from the individual they paid (i.e. the team captain), but this does not involve GOV.
 - iii. If a cancellation occurs that impacts the entire league (e.g. school board closures, inclement weather), GOV will book extra weeks to the extent possible to make up for the cancellations.
 - iv. If a cancellation occurs that impacts only a subset of teams, we will do our best to offer make-up matches. This could mean providing a different night of the week for which teams could play the cancelled match. If a make-up match cannot be arranged, there will be no refunds or credits issued.
 - v. In the event that more than one third of the regular season (typically 8 weeks) is subject to cancellations that affect the entire league, GOV will provide a pro-rated credit equivalent to the total value of credits GOV obtains from host facilities.

3(3) Indoor Tournaments

- a. If a team withdraws more than 30 days prior to the event, 100% of the registration fee will be refunded, minus a \$20 administration fee.
- b. If a team withdraws between 29 and 15 days prior to the event, 50% of the registration fee will be refunded, minus a \$20 administration fee.
- c. If a team withdraws 14 or fewer days prior to the event, the team is not entitled to a refund.
- d. If GOV is forced to cancel the tournament more than 15 days prior to the event, a full refund will be issued to all registered teams.
- e. If GOV is forced to cancel the tournament 14 or fewer days prior to the event, 50% of the registration fee will be refunded.

3(4) Outdoor Tournaments

- a. If a team withdraws up to 7 days prior to the event, 100% of the registration fee will be refunded, minus a \$20 administration fee.
- b. If a team withdraws between 6 and 3 days prior to the event. 50% of the registration fee will be refunded, minus a \$20 administration fee.
- c. If a team withdraws 2 or fewer days prior to the event, the team is not entitled to a refund.
- d. If GOV is forced to cancel the tournament 3 or more days prior to the event, a full refund will be issued to all registered teams.
- e. If GOV is forced to cancel the tournament 2 or fewer days leading up to the event, 50% of the registration fee will be refunded.

3(5) Ticketed Events

- a. If the ticket holder cancels more than 7 days prior to the event, 100% of the ticket fee will be refunded.
- b. If the ticket holder cancels between 6 and 3 days prior to the event, 50% of the ticket fee will be refunded.
- c. If the ticket holder cancels 2 or fewer days prior to the event, they are not entitled to a refund.

- d. If GOV is forced to cancel the event more than 3 days prior to the event, a full refund will be issued to all ticket holders.
- e. If GOV is forced to cancel the event 2 or fewer days prior to the event, a 50% refund will be issued to all ticket holders.

3(6) Membership Fees

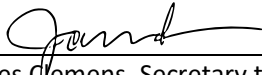
- a. No refunds will be provided for membership fees



Tim Klodt, Chair of the Board

27 August 2020

Date



James Clemens, Secretary to the Board

27 August 2020

Date