



AWPA Cancellation and Refund Policy

Background

Alberta Water Polo Association strives to provide opportunities for Club Members and Registrants in a safe and responsible environment. Fiscal responsibility is paramount to the longevity of the AWP and equally important to the viability of Club Members and Registrants. Careful consideration is given to the costs of Membership and Registrant fees, as well as to programs or events. As a non-profit association, AWP aims to provide affordable programming for all and is committed to subsidizing programs when it is fiscally feasible.

Purpose

The purpose of this policy is to clearly define circumstances in which the AWP would render a refund or a credit to either a Club Member or Registrant.

Fees

Water Polo Canada Affiliation, AWP Club Membership and Registrant Fees

- Every Club Member, Registrant, Coach, Official and Volunteer is obligated to be registered in the Water Polo Canada database RAMP and must pay the associated one time, **non-refundable** fee that is valid for any programming from September 1 - August 31 of each year.
- As per AWP Club Membership Policy clause 12: Membership fees for all Club Members and their Registrants will be determined by Water Polo Canada and Alberta Water Polo annually and are **NON-REFUNDABLE**
- Club Members are responsible for ensuring their registrants register in the appropriate categories needed for their programs offered or the events their registrants will be participating in through the season in their RAMP registration packages.

Program Fees

- AWP offers a variety of programs from tournaments, leagues, camps to educational coaching and referee courses. The AWP strives to keep programs affordable for its members and registrants by using grants and other funding it receives to subsidize the costs. Program fees are determined by the time, effort and costs it requires to effectively run them.

Refunds/Credits

Refunds/Credits are determined by a number of factors:

- Is the program being postponed by AWP?
- Is the Club Member or Registrant withdrawing from a program?

Approved: 014/03/2022 by AWP Board of Directors

Reviewed:



- When did the Club Member or Registrant provide notice of withdrawal?
- Are there any extenuating circumstances that need to be considered?

Refunds/credits would be applied to Club Members or Registrants depending on who registers directly with AWPAs for the program.

Association initiated program cancellations/postponements

Cancellations of a program are costly not only for the disappointment of the registrants but to the AWPAs as a whole. The following list provides examples of situations that may lead to a cancellation/postponement of an AWPAs run program. This list will also be used as a guide for new situations that are not listed. AWPAs will strive to provide as much notice as possible to participants if any program is or postponed.

Inclement Weather Policy

- **NO refunds** for canceled games due to inclement weather.
 - Every effort will be made to reschedule games
 - Club Members will not be issued financial penalties for deciding to cancel due to inclement weather.

Facility Maintenance Issues/Closures

- **NO refunds** for interruptions in an event
 - Every effort will be made to reschedule games/event lost due to the interruption

CoVid 19 Pandemic Response

- Government or Facility restrictions
 - If restrictions are imposed before a program begins that will significantly impact the ability to run the program, a refund will be offered minus an administrative fee
 - If a restriction is imposed during a program a pro-rated refund will be offered minus an administrative fee

Club Members or Registrants Withdraw From A Program

Program registration deadlines

Registration deadlines are published on the AWPAs website and are meant to establish commitment from Club Members and Registrants in order to proceed with a program.

- Insufficient Registration to run any program or event determined by the registration deadline
 - A full refund will be issued

Notice of Withdrawal from a AWPAs program

- Notice should be sent to Commissioner@albertawaterpolo.ca as soon as possible.
- Applicable refunds/credits will be determined based on the date of the withdrawal.
- Extenuating circumstances may be reviewed on a case by case basis.
- Non-attendance for a program/event does not constitute a withdrawal and refunds are not issued for non-attendance.



League and Tournament Events

- See [Provincial League Handbook](#) for financial penalties related to league participation/withdrawal
- See published Tournament documentation on the AWPA website

Camps

- Register and cancel prior to 4 weeks full refund minus 20% admin fee
- Register and cancel before 48 hours of the event 50% refund
- No refunds will be issued within 48 hours of the beginning of the event but a credit will be given for a different program run by AWPA
- If a waitlisted registrant is able to fill the vacant spot a full refund minus a 20% admin fee

Education

- A minimum of 5 registrants is required for any educational session to run.
- If the course is offered by a third party, then their refund policy will prevail
- Register and withdraw prior to 4 weeks full refund minus 20%
- Register and cancel before 48 hours of the event 50% refund
- No refunds will be issued within 48 hours of the beginning of the event but a credit will be given for an different program run by AWPA
- If a waitlisted registrant is able to fill the vacant spot a full refund minus a 20% admin fee

Team Alberta

- Training fees are non refundable
- Team Alberta fees are non refundable except in extenuating circumstances minus a 20% administrative fee