



BVRA Policy on Resolving Team Fee Disputes

Purpose

This policy provides a clear framework for addressing and resolving disputes related to team fees between parents/guardians and team coaches/managers. It ensures fairness, transparency, and the continued positive involvement of all athletes.

Policy

- 1. Definition of Team Fees**
Team fees are separate from registration fees and are determined at the discretion of the coaching staff. These fees vary by team age and loop. BVRA is not involved in setting these fees.
- 2. Scope of Team Fees**
Team fees cover expenses beyond registration fees, such as ice time for practices, dryland training, tournament fees, team events, and other associated costs.
- 3. Setting and Communicating Team Fees**
Coaches are expected to set reasonable team fees, considering the team's age and competitive level. These fees, along with payment schedules, should be communicated to parents/guardians during the initial team meeting.
- 4. Proactive Communication for Financial Challenges**
In cases of unique or challenging financial circumstances, parents/guardians are encouraged to engage in open and candid communication with the team manager or coaches. The goal of these discussions should be to develop a workable payment schedule or plan that ensures the athlete's continued involvement while maintaining the team's financial stability.
- 5. Mediation by BVRA**
If no mutual solution is reached between the parent/guardian and the coach/manager, either party may escalate the issue to BVRA by contacting the President, Vice President, Treasurer, and the relevant loop convenor. BVRA will act as a neutral and confidential mediator to facilitate a fair resolution that considers the needs of all parties involved.
- 6. Escalation to the Board**
Should mediation fail to resolve the dispute, the matter will be referred to the BVRA Board for

review. The Board will evaluate the facts, discuss the issue, and issue a binding resolution through a formal motion. In rare cases where no resolution can be reached, the Board reserves the right to suspend the athlete from participating in all on and off ice activities until the matter is resolved. This action will only be taken as a last resort to ensure the smooth operation of the team.

7. Timelines for Resolution

Disputes should be raised promptly to prevent delays. Mediation efforts by BVRA will typically begin within 10 business days of receiving the complaint, with a target resolution timeline of 30 days whenever possible.