

Vortex Water Polo Refund Policy January 2024

Policy Statement

Vortex Water Polo (VWP) is a volunteer run not-for-profit organization whose Board of Directors aims to keep registration costs as low as possible, while still offering an excellent experience for athletes.

Purpose

To identify the process by which refunds will be considered and granted by the VWP Board of Directors.

Application

VWP uses athlete registration fees to fund its operating budget, which includes items such as the T-shirt that is given to all registrants, that is part of the athlete uniform, equipment, booking of pool time, coaching and other staff or contract services, provincial and national fees, as well as other operating expenses. In order to operate, VWP requires athletes to pay fees.

Because of this, refunds will only be considered and granted in extreme circumstances, as follows:

1. In the event an athlete is injured.
 - The VWP Board of Directors reserves the right to request medical documentation from an appropriate licensed health care practitioner.
2. In the event of a family re-location.
 - The VWP Board of Directors reserves the right to request proof of a new address outside of Winnipeg.

Other circumstances may be considered on a case by case basis.

VWP offers registrants two options for payment of fees, and refunds will be granted under each option as follows:

1. Payment in full for the season
 - A refund will be granted in this circumstance on a pro-rated basis, calculated by the amount of time that is left in the season, minus a \$50 administration fee. The remainder will be reimbursed by cheque or e-transfer at the discretion of the primary parent of the athlete.
2. Monthly payment plan

- Payments will be stopped from the date the request is received. There will not be a partial refund for the time between the request and the date the next payment is due. There will also be a \$50 administration fee incurred.

Refund requests for any time prior to the request being made will not be considered, nor will a refund be granted for non-attendance of VWP's programming.

By registering and paying for any package in RAMP, an athlete has agreed to this refund policy.

Please contact the VWP Treasurer at treasurer@vortexwaterpolo.ca with any refund questions or concerns. Requests will only be discussed at regularly scheduled board meetings and may take up to 90 days to process.