



Policy Title	Administration Fee, Cancellation Fee and Refund Policy
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Table of Contents

1. Policy Statement	2
2. Definitions	2
3. Application	2
4. WPC Fees	2
5. Administration Fee	3
6. Cancellation Fee	3
7. Late Payments of Fees for Water Polo Canada Events	4
8. Refunds	4
9. References	5

1. Policy Statement

As the sport governing body for water polo in Canada, Water Polo Canada (WPC) considers fiscal responsibility to be a crucial factor in ensuring the longevity of the sport of water polo in Canada. Careful consideration is given each season to Member affiliation and Registrant fees, as well as to the cost our programs and events. As a non-profit association, WPC aims to provide affordable programming and events to all Members and Registrants and is committed to providing subsidies when it is fiscally feasible.

This policy defines the purpose and application of WPC's administration fees, cancellation fees and refunds.

2. Definitions

- a) "CEO" means the Water Polo Canada Chief Executive Officer.
- b) "including" means including but not limited to.
- c) "Member" means those Provincial/Territorial Sections who are in Good Standing with WPC.
- d) "NCL" means National Championship League, WPC's domestic league.
- e) "Local Organizing Committee" means a group of individuals, Registrants, Members, or other entity responsible for assisting WPC in hosting a WPC program or event.
- f) "Registrant" has the meaning set out in the Bylaws of WPC as amended from time to time.

3. Application

This Policy applies to all WPC Members (PSOs) and Registrants (clubs, athletes, coaches, officials, and volunteers).

The purpose of this policy is to clearly define the parameters of WPC's administration fees and cancellation fees as well as the circumstances in which WPC would render a refund or a credit to either a Member or Registrant.

4. WPC Fees

PSOs and clubs interested in becoming Members and Registrants of WPC, the benefits of which are outlined in WPC's Event Sanctioning and National Registration Operational Document, must be registered in WPC's database and pay the associated WPC affiliation fee.

In addition, and as stated in WPC's National Registration Policy, each Registrant (athlete, coach, official and volunteer) must register in WPC's database and pay the associated WPC membership fee.

These WPC affiliation and membership fees are determined on an annual basis prior to the start of each water polo season (September 1st to August 31st).

PSOs and clubs set their internal affiliation and membership fees and may have their own policies regarding administration fees, cancellation fees and/or refunds to which Registrants must adhere. These may vary from PSO to PSO and club to club.

5. Administration Fee

WPC has instituted an administration fee of 2.5% which will be added each time a Member or Registrant makes a payment of their WPC Registration fees.

This admin fee also applies to payments of AGNT and Senior National Team program fees as well as National Championship League (NCL) Team Registration Fees.

**Note: All refunds will incur a 5% administration fee.*

6. Cancellation Fee

Cancellations of a program or event are costly not only for the disappointment of the Registrants but to WPC and its community. WPC has the authority to add a cancellation fee in instances where a situation may lead to a cancellation/postponement of a WPC run program or event. The following list identifies situations that will or will not lead to payment of a cancellation fee. This list will also be used as a guide for new situations that are not listed. WPC will strive to provide as much notice as possible to participants if any program or event is postponed.

- a) Inclement weather
 - In instances of inclement weather, cancellation fees WILL NOT be incurred. Every effort will be made to reschedule games.
- b) Facility Maintenance Issues/Closures
 - In instances of facility maintenance issues/closure cancellation fees WILL NOT be incurred for interruptions in an event. Every effort will be made to reschedule games/event lost due to the interruption.
- c) Team withdrawal from a WPC event following the deposit deadline but before the registration deadline.
 - In the instance where a team withdraws from a WPC event following the deposit deadline, your deposit fee will be forfeit.
- d) Team withdrawal from a WPC event following the registration deadline.
 - In the instance where a team withdraws from a WPC event following the registration deadline, your deposit fee will be forfeit and the team will must pay 25% of the total registration fee.
- e) Local Organizing Committee (LOC) withdrawing prior to a WPC event.
 - If an LOC withdraws prior to a WPC event they will incur a minimum withdraw fee of \$2000 if the event can remain at the same venue for which it was scheduled. However, if the venue must be changed due to the withdrawal, the

LOC will be fined an amount to be determined by WPC.

7. Late Payments of Fees for Water Polo Canada Events

Teams/clubs who make a late payment may be subject to additional fees based on the National Championship League (NCL) handbook and/or at the discretion of WPC.

8. Refunds

Membership Fee Refunds

Once a Registrant completes the registration process, all Water Polo Canada membership fees are **non-refundable** except in extenuating circumstances which will be accessed by WPC on a case-by-case basis.

Refunds are determined by several factors:

- When did the Registrant (club, athlete, coach or official) provide notice of requiring a refund?
- Are there any extenuating circumstances that need to be considered?
- What is the reason for the refund?
- Has the Registrant requested a refund for a similar situation in previous seasons?

If a refund is granted, the Water Polo Canada membership fee will be refunded in full minus a 5% administration fee.

Provincial membership fees paid to a Provincial Sport Organization may be refunded in accordance with that PSO's refund policy; this may vary from province to province.

NCL and NPC Refunds

Once a team registers for the NCL and/or the NPC, all fees are **non-refundable** except in extenuating circumstances which will be accessed by WPC on a case-by-case basis.

Refunds are determined by several factors:

- Is the event being cancelled or postponed by WPC?
- Is there a reason for the team withdrawing from the event/League?
- How many games will be lost/postponed?

For details regarding other costs and fees associated with the NCL, please see the NCL Handbook

Coach and Referee Workshop Refunds

The Competition-Development Coach and National Competition Referee workshops require a minimum of 6 Registrants to be offered. If a Registrant withdraws two (2) weeks prior to the date of the workshop, a full refund will be provided *minus an admin fee of 5%* as stipulated above. No refunds will be issued within 48 hours of the beginning of the workshop.

The Community Sport - Ongoing participation, Competition-Introduction, Community Sport Referee and Provincial Competition Referee workshops are organized and offered by the PSOs based on the needs of their clubs. As such, their refund policy will prevail and may vary from province to province.

High Performance Program Refunds

Age Group National Team and Senior National Team Program fees are **non-refundable** except in extenuating circumstances or otherwise specified.

9. References

Event Sanction Policy

National Registration Policy

Event Sanction and National Registration Operational Document