

Policy Title	Administration Fee, Cancellation Fee and Refund Policy
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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) **"Activity"** or **"Activities"** means any in-person or virtual activities such as events, training camps, programs, competitions, physical training performed or conducted in Water or outside Water, recognized, organized or sanctioned by WPC, WPC's Provincial/Territorial Sections or its registered Water polo clubs.
- b) **"CEO"** means the Water Polo Canada Chief Executive Officer.
- c) **"including"** means including but not limited to.
- d) **"Member"** means those Provincial/Territorial Sections who are in Good Standing with WPC.
- e) **"NCL"** means National Championship League, WPC's domestic league.
- f) **"NPC"** means National Provincial Championships
- g) **"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, players, 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 Affiliation and Membership Fees

PSOs and clubs interested in becoming Members and Registrants of WPC, the benefits of which are outlined in WPC's Operational Document, must affiliate through WPC's database, where they must agree to adhere to WPC's Code of Conduct and Ethics, WPC's Policies, WPC's Concussion Codes of Conduct and WPC's Operational Documents as well as pay the associated WPC affiliation fee.

In addition, and as stated in WPC's National Registration Policy, each Registrant (player, athlete, coach, official and volunteer) must be registered in WPC's database and pay the associated WPC membership fee to be considered active and in good standing.

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 4.5% which is automatically included in the total each Member or Registrant pays to WPC at the time of registration.

This administration fee is also included in AGNT and Senior National Team program fees as well as National Championship League (NCL) and National Provincial Championships Team Registration Fees.

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

6. Travel (Out-of-Country Medical) Insurance Fee

Teams traveling outside of the country can purchase International Travel (Out-of-Country Medical) insurance through WPC at a rate of **\$6/day per person**. For more information regarding on this coverage, please click [here](#).

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

7. 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 forfeited.
- 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 must pay 25% of the total registration fee at a minimum. Additional fees and sanctions will be determined by the timing of the withdrawal in the season and level of events. See the NCL Handbook for more.

8. Late or Outstanding Fee Payments

In the event that payment of any fees owing to WPC (ex., WPC membership fees, team registration fees, or AGNT and Senior National Team program fees) remains outstanding beyond a period considered reasonable by WPC, WPC reserves the right to pursue one or more of the following collection methods and/or enforce applicable consequences:

- Failure to resolve the outstanding balance will result in the registrant or team being designated as 'not in good standing' with WPC. This status will render their registration inactive, restrict access to their database profile, and prohibit participation in WPC events and activities.
- Unresolved balances may also be referred to a collection agency for recovery.
- Additional charges, including applicable fees or interest, may be incurred.

These collection methods/consequences will be utilized at WPC's discretion.

9. Refunds

WPC Affiliation Fee Refunds

Once a Member (PSO) or Registrant (Club) completes the WPC affiliation process, all WPC affiliation fees are **non-refundable**.

Club affiliation 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.

Membership Fee Refunds

Once a Registrant completes the registration process, all Water Polo Canada membership fees are **non-refundable**.

In extenuating circumstances, should WPC extend a refund, a 5% administration fee will be applied.

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.

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

Coach and Referee Workshop Refunds

The Competition-Development Coach and National Competition Referee workshops require a minimum of 6 Registrants to be offered. Refunds will only be considered if there are 8 or more Registrants enrolled in the workshop, however a 5% administration fee will be applied. Refunds will not be issued for workshops consisting of 6 or less Registrants.

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**.

10. References

Event Sanction Policy
National Registration Policy
WPC's Operational Documents