



Adjusted Refund Policy due to COVID-19 Pandemic

For the last 46 years, Volleyball Alberta's primary goal has been to promote and develop volleyball at all levels throughout Alberta and service the needs of our membership.

The COVID-19 pandemic has created unprecedented challenges worldwide. Volleyball Alberta has been working diligently to identify, and institute, cost-saving measures to improve the sustainability of our organization.

To stay accountable to our members, we have adjusted our refund policy in response to the current crisis. Our goal was to establish the lowest administrative fee possible. These adjustments improve our ability to continue to share our love of the game with future members.

Our priority while processing refunds will be focused on individual program registrations and then tournament registrations

We thank you for your continued support and understanding as we navigate this ongoing pandemic and our refund process.

Individual Refunds for Cancelled Programs

15U/16U Team Alberta Identification Camp, GO Sports Spring Program (Saville)

1. **Membership fees:**

- a. If the individual was involved with any portion of a program (i.e. one practice), memberships fees will not be refunded.
- b. If an individual has purchased a membership for a program that has not started, the membership will be refunded.

2. **Program fees:**

- a. **A \$10 administrative fee will be charged per athlete.** This fee is needed to offset the loss in transaction fees, and the program costs that have already been occurred and cannot be recovered.
- b. Refunds are processed onto the original method of payment.
- c. Refunds make take up to six weeks to process.



Tournament Refunds for Cancelled Events

15U/16U Premier #2, 13U Premier #2/14U Premier #3, 17U/18U Premier #3, 15U/16U Premier #3, 13U & 14U Provincials, 17U & 18U Provincials, 15U & 16U Provincials

1. Membership fees are not refundable.
2. **A \$10 Administrative fee will be charged per tournament entry.** This fee is needed to offset the loss in transaction fees, and the tournament costs that have already been occurred and cannot be recovered.
3. All refunds will be processed via Goalline **onto the original method of payment, unless specifically requested in the EFT request process below by April 6, 2020.**
4. Tournament refunds may take up to eight weeks to process.

EFT request process for Tournaments (Electronic Funds transfer)

Many club & team contacts have requested that refunds **not be refunded via the original method of payment.** Their concerns surround the inability to access the funds that would appear as a credit on their cards. Prior to considering requesting an EFT, **please check with your credit card company!** Some credit cards may offer the ability to request the credit back as a cheque and transfer to a bank account. This service may be offered at a lower cost than the EFT option outlined below.

- a. The individual who is the signing authority on the original method of payment must be the person requesting the EFT (the EFT will be a direct deposit into a bank account via a system called Telpay).
- b. The administrative fee for an EFT is **\$25 per tournament** (the higher fee is because we cannot recoup the Paypal transaction fees when we refund outside of Goalline).
- c. Complete the Formstack EFT Authorization form:
https://volleyballalberta.formstack.com/forms/2020_va_eft_authorization
- d. Our office will be in contact with the Team Contact to confirm the information submitted and the number of applicable tournament refunds.