

Sample Refund Policy

This information is being provided as a sample for your club to develop a refund policy. Please consult your board, financial advisory or attorney for a policy that best works for your club. We highly suggest you have your own legal counsel review all policies you put in place, as you are liable for the decisions your business makes, and Badger Region Volleyball Association is unable to provide you with any legal advice on whether your policies are sufficient or legally permissible. Badger Region will not review a policy that you have developed, we just need to know that you have one in place.

Refund Policy (There are many different options – here are some examples. A club must have a posted Refund Policy for the 2017-18 season.)

- 1. When you accept an offer to participate, you accept the financial obligations for the entire club fee for that season. When teams are comprised, monies immediately go directly into uniforms, tournament entry, travel and other fees.*
- 2. Due to our non-profit status and budget requirements, we do not offer refunds. Refunds will not be given to athletes who choose not to play because of conflicts, team or coaching assignments, or an individual's amount of playing time. Prorated refunds will be considered for athletes who suffer season-ending injuries while playing on a Club Badger Region team, on a case-by-case basis with a physician's letter. Injuries occurred outside of Club Badger Region will not be considered for a refund.*
- 3. Dues are NON-REFUNDABLE for ANY reason, even in the event that your daughter/son quits, is suspended or injured at any point in the season.*
- 4. Refunds will be allowed until March 1, prorated to the start of the season after dues have been paid in full. Any refund after March 1 will not be allowed.*
- 5. The Board of our club will review all requests for refund based on individual situations.*

Badger Region Volleyball Association's Policy On Unpaid Player Dues

This is directly from the Badger Region Volleyball Association's Club Director Handbook:

A Junior Club player must remit all club fees as specified by their Club/Team, within the club's scheduled time frame. If fees are unpaid at the end of the Club's season, the Club Director may use any legal means necessary to obtain payment, i.e. collection agency. Nonpayment will result in the athlete's name being submitted to the Badger Region Office, resulting in the athlete being restricted from registering or participating with the Region until the fees are paid. A letter requesting payment that includes the parent's name, player's name, player's age level and notification of this policy must be sent to the family and a copy to the region office. Club directors must notify the region office immediately when payment has been made and the hold will be taken off the player's membership in Webpoint.

It's important to note that the Badger Region will not get involved in ANY financial and/or contractual conversations between a club and a family. If there is a dispute, we will refer the two parties to work it out by any means necessary. Legally, we are not involved in those contracts and therefore will not participate in conversations involving contracts and financial situations.

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Additional ideas that may be of use to your club

Our Program Options and Fee Information

Club Badger Region offers programs for many different age and skill levels. We offer programs for both boys and girls from ages 11 to 18. Your AGE GROUP is based on how old you are on August 31 (ex.: for the 2017-18 season, a player born on August 30, 2003, would be “15 and Under” while a player born Sept. 2, 2003, would be “14 and Under”). We also offer instructional levels for ages 8-11 and VolleyTots for ages 5-8. Please visit our website for more information on these programs.

There are several options per age group with time and travel commitments varying, along with price:

- National Program (Ages 13-18):
 - Cost: \$x,xxx
 - Features:
 - December through May season, with the option of USAV Junior Nationals
 - Volleyball twice a week (two practices, or one practice and one tournament)
 - Position-specific training outside of normal practice time
 - Ten to 15 play-date schedule
 - Travel required, potentially nation-wide
 - College recruiting assistance
 - Additional strength and conditioning opportunities
- Regional Program:
 - Cost/Ages: \$xxx for 15-18
 - Cost/Ages: \$xxx for 13-14
 - Cost/Ages: \$xxx for 11-12 (5 tournaments)
 - Features:
 - December through March season
 - Volleyball twice a week (two practices or one practice and one tournament)
 - Position-specific training outside of normal practice time
 - Seven to 10 play-date schedule
 - Limited travel and overnight stays
 - College recruiting assistance, if requested
 - Additional strength and conditioning opportunities

These fees cover:

- Tournament entry fees
- Practice facility expenses
- Uniform package (3 jerseys, 2 t-shirts, shorts, warm-up jacket, travel bag)
- Coach salary and travel
- Equipment
- Administrative fees and supplies

Additional fees that will be covered by the player:

- Travel expenses, including hotel, food and transportation
- Shoes and socks

CLUB DIRECTORS, IT'S IMPORTANT TO LAY OUT EXACTLY WHAT THE PLAYER IS PAYING FOR AND WHAT ADDITIONAL COSTS COULD BE INCURRED – BEING UP-FRONT IS BEST FOR EVERYONE!!

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- Another way to do this part would be to do a base fee that everyone pays, and then an additional travel fee that is determined once the team is formed and the tournaments that the team will be playing in. Some clubs also put in that pending a team decision, the team may also attend a national season-ending event that will bring additional costs.

Payment Structure *(There are many different options for this – here are some examples. More and more clubs are collecting all dues at the start of the season, and once a family has missed a payment, a signed agreement is worked out or the player does not play. This helps avoid end-of-season payment issues.)*

1. *Because our club submits payment for many items and tournaments prior to collecting any money from participants, it is important that you stay on track with your payments. Available payment options:*
 - *Payment in full at the beginning of the season by credit card or check*
 - *Monthly automatic debits from checking accounts (form completed at tryouts)*
 - *Monthly credit card payments through PayPal (form completed at tryouts)*
2. *Your membership dues will be paid in three installments during the season (December 5, January 15, February 25). Unless an alternate payment plan has been arranged and approved, all player dues must be current within 15 days. Any player whose account is out of compliance will not be allowed to practice or play until the account is current.*
 - *Any payment that is late (more than 15 days) is subject to a \$50 late fee. If the payment is paid late but WITHOUT the additional late fee, the player will not be allowed to play.*
 - *All player dues must be paid in full prior to the final regular scheduled tournament*
3. *Your membership dues are to be paid IN FULL at the season kick-off meeting on Dec. 5. Players will not receive uniforms or other equipment until these fees have been paid.*
4. *The base membership dues of \$600 is due at the first all-club meeting. The additional membership dues based on the team is due on Jan. 15.*
5. *Club dues are not dependent on the number of tournaments or practices a player can make. Each member of the team will pay the same amount for the entire season, regardless of time commitment.*
6. *On an individual family/player basis, dues and fee structures can be modified to accommodate family/player circumstances. Please speak with the club director regarding this matter. The club director will not discuss specific arrangements with anyone other than the family.*
7. *Coaches will not accept club dues payment. All payments must be mailed to the club director at the following address: 2831 N. Grandview Blvd. #221, Pewaukee, WI 53072*
8. *A \$5 service fee will be added to any credit card payment.*
9. *Please make out separate checks for each child participating. OR ... One check per family.*