

Refund Policy

St Thomas EXPRESS VC is a non-profit organization and our Board of Directors are all volunteers. Our coaches are committed to our mission of teaching joy and technique in all of our programs, and we strive to deliver the best value for our players and their families. Our program budgets are carefully prepared. We try our best to set registration fees that are sufficient to cover costs, sustain our day-to-day operations, and have a small contingency set aside for unexpected expenses. Nearly all of your registration fees pay for direct costs such as uniforms, facilities rentals, and applicable OVA fees. An amount is also used to pay for general club expenses such as website costs, insurance, and marketing. Once you register to play and make payment, your fees are immediately used towards covering costs to operate our programs and our Club. Like other non-profit volleyball clubs with similar operating constraints, we are unable to issue full refunds at any time upon request. Our refund policy is as follows:

House League, Grassroots, Summer Camps, Advanced Training, Tryouts, etc.

If a player withdraws two or more weeks before the start of the program, a full refund will be issued, less a \$15 administration fee.

If a player withdraws less than two weeks before the start of the program, a full refund will be issued, less a \$25 administration fee plus direct costs that have already been committed.

No refunds will be given after the start of the program.

Exceptions: Pro-rated refunds (less a \$15 administration fee plus direct costs that have already been committed) may be given for extenuating circumstances or compassionate reasons, such as family relocation or sickness/injury. Decisions related to refund eligibility and refund amounts will be made at the discretion of the Board of Directors. If multiple sessions are cancelled due to unforeseen circumstances (e.g., lockdown, facilities becoming unavailable) and the Club is unable to reschedule, a pro-rated refund will be issued to players, less any direct costs that have already been committed.

Requests for refunds MUST be sent to the Club Secretary via email to secexpressvc@gmail.com
Pro-rated refunds will be based on the date that written requests arrive.