



# VUL Refund Policy

## Overview

While we hope to run all of our programs, there are external factors that may come into play that impact our ability to do that. The sections below detail the policies, timelines, and next steps for members and staff. Please [contact us](#) if you find yourself in a situation that isn't covered in this document.

## Cancellations

The Vancouver Ultimate League Society (VUL) reserves the right to cancel any course, event, private lesson, activity or league due to low registration, unforeseen circumstances, or conditions that make any such activity unsafe.

For programs with a registration deadline, participants will be notified of any cancellations and refund implications within 48 hours of the VUL's decision to cancel an activity.

For Adult programs without a registration deadline, course updates, including cancellations, will be made a minimum of 48 hours before the program start dates; also, the point at which participants will be informed.

For Youth programs without a registration deadline, course updates, including cancellations, will be made a minimum of 48 hours before the program start dates; also, the point at which parents/participants will be informed.

## Refunds

These are the situations where the VUL may provide a refund:

- 1. Program cancellation** (initiated by the VUL)
  - Prior to the program start date, 100% refund of activity fees.
  - After the program start date, prorated refund of activity fees from the date of cancellation.
  
- 2. Code of Conduct Infraction - Individual or Team Registration**
  - No refund will be provided.



### 3. Excessive weather cancellations/field closures

- Refunds will be based on what is refunded from that program's field provider when applicable (Vancouver Park Board, City of Burnaby etc.).
- The VUL will issue a refund to a participant when the cumulative refund for a single program is greater than \$5.

These are the situations where members may request a refund:

### 4. Program withdrawal request

- Prior to the program start date, 100% refund of activity fees.
- After the program start date, a prorated refund of the activity fees from the date of the member withdrawal request (treated on a case-by-case basis) to a maximum of 50%.

### 5. Change from duo/trio/quad registration to a single registration

- Prior to the program start date, 100% refund of activity fees.
- After the program start date, a prorated refund from the date of the member withdrawal request (treated on a case-by-case basis) to a maximum of 50%.

### 6. Member Injury

- Prior to the program start date, 100% refund of activity fees.
- After the program start date, a prorated refund from the date of member withdrawal request OR date of on the note from a [regulated healthcare professional](#)<sup>1</sup>, whichever is earlier (treated on a case-by-case basis).
- In the case of a positive COVID test, a prorated credit refund will be assigned to the member upon submission of a date-stamped photo of the positive test instead of a note from a regulated healthcare professional.

Member initiated refunds will be submitted by member/s via the [contact page on our website](#) to the appropriate Program Manager (Adults, Regional, Youth etc). In your request, please include the following:

- Participant name
- Participant email
- Program name
- Team name (if applicable)
- Reason for refund

For member injury refund, the Program Manager will contact you directly to confirm an email address to forward your documentation.

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<sup>1</sup> Any medical details/documents received will be deleted by staff once the refund is completed.