

## Vancouver Ultimate League Society

### Refund Policy

Updated - November 6, 2024

#### Overview

1. While the VULS hopes to run all of its programs, there are external factors that may come into play that impact its ability to do that. The sections below detail the policies, timelines, and next steps for members and staff to take. Participants who find themselves in situations that are not covered in this document please contact the VULS.

#### Cancellations

2. The VULS 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.
3. For programs with a registration deadline, participants will be notified of any cancellations and refund implications within 48 hours of the VULS's decision to cancel an activity.
4. For Adult programs without a registration deadline, the VULS will generally make its decisions and notify participants of any course updates, including cancellations, at least 48 hours in advance of the program start dates. In circumstances where changes or cancellations are due to unforeseen circumstances or conditions that would make the activity unsafe, the VULS will endeavour to provide participants with as much notice as is practicably possible in the circumstances.
5. For Youth programs without a registration deadline, the VULS will generally make its decisions and notify parents/participants of any course updates, including cancellations, at least 48 hours in advance of the program start dates. In circumstances where changes or cancellations are due to unforeseen circumstances or conditions that would make the activity unsafe, the VULS will endeavour to provide parents/participants with as much notice as is practicably possible in the circumstances.

#### Refunds

6. These are the situations where the VULS may provide a refund:
  - a) Program cancellation
    - Prior to program start date, 100% refund of registration fees
    - After the program start date, prorated refund of registration fees from date of cancellation
  - b) Code of Conduct – Individual or Team Registration
    - No refund will be provided
  - c) 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)
7. These are the situations where members may request a refund:
  - a) Program withdrawal request
    - Prior to registration deadline, 100% refund of registration fees



- 
- After registration deadline, a maximum of 50% refund of registration fees, and less if further along in a season
    - b) Change from single registration to duo/trio/quad registration
      - Prior to registration deadline, 100% refund of registration fees
      - After registration deadline, prorated refund from the date of member withdrawal request (treated on a case by case basis)
    - c) Member injury
      - Prior to registration deadline, 100% refund of registration fees
      - After registration deadline, prorated refund from the date of member withdrawal request OR date of the note (any medical details/documents received will be deleted by staff once the refund is completed) from a [regulated healthcare professional](#), whichever is earlier (treated on a case by case basis)
  8. The ultimate decision on whether to issue a refund in any particular case is within the sole discretion of the VULS.