

Volleyball Alberta Refund Policy | 2020-2021 Season

Revised September 1, 2020

We have updated our refund policies to be fully transparent and ease any concerns should there be new COVID-19 related cancellations or other force majeure circumstances (event or circumstance that is specified, unforeseeable, or at least unpredictable, and that is beyond our control).

In the event of a force majeure circumstance cancellation, our priority while processing refunds will be focused on individual program registrations and then tournament registrations.

Q&A 1: How are payments and refunds processed?

All Volleyball Alberta registrations are processed using the Volleyball Registration System powered by Goalline (VRS-Goalline) with PayPal payment integration. All payments are completed on the VRS-Goalline - PayPal and all refunds will be refunded through the VRS-Goalline – PayPal.

Once a refund has been approved by Volleyball Alberta, the refund will be initiated in the VRS-Goalline account and money is returned onto the original method of payment. The customer will automatically receive an email from PayPal with the refund details once the refund is completed.

Q&A 2: Do I need a PayPal account?

You can use a Visa, MasterCard or American Express credit card to pay with PayPal. You can use a debit card that displays the Visa or MasterCard logo. You can also link a bank account to your PayPal account.

We strongly recommend creating a PayPal account with your verified card added to the account. Each credit card or prepaid card can only be registered to one PayPal account at a time. This is the more secure, safe and guaranteed way to pay for your Volleyball Alberta membership, program, clinic, camp or event.

We strongly recommend payees link a bank account to a PayPal account. By adding a bank account to your PayPal account, you can make payments using this bank account or transfer your PayPal balance to your bank. This is the recommended way to make a payment and to receive a refund; otherwise, the money is refunded to your credit card and additional fees may apply if you need to transfer the credit. PayPal does not charge any fees when you transfer money from your PayPal balance to your bank account.

- Click [HERE](#) to learn how to link a bank account to your PayPal account.

We do not recommend using the guest checkout. About Guest Checkout: Buyers don't always have the option to complete their purchases without using or creating a PayPal account. This option is presented based on several risk factors, including but not limited to the buyer's PayPal purchase history, PayPal cookies stored on the buyer's computer, the buyer's location, and/or a credit assessment.

- Click [HERE](#) to create your PayPal account. It's free to sign up!

Q&A 3: How do I request a refund?

All refund requests must be emailed to the Program Manager overseeing that program or event.

All membership registration refund requests must be emailed to the Volleyball Alberta Office Administrator.

Email your refund request to: info@volleyballalberta.ca with your reason for the cancellation/withdrawal request and please include (forward) a copy of the registration confirmation email to help us review your request and to get back to you as quickly as possible.

Q&A 4: How long will it take to review and process my refund?

PayPal can issue a full or partial refund up to 180 days after a payment is completed on the VRS-Goalline. Because of this timeline, Volleyball Alberta will only open a clinic, program, camp, league, event or tournament within 180 of the start date to allow us the option to refund payments online on the VRS-Goalline-PayPal back onto the original method of payment.

- a. Customer requested refunds may take up to 2-weeks to review and process.
- b. Volleyball Alberta cancelled programs due to low registrations may take up to 2-weeks to process.

c. Force majeure cancelled events may take up to 8-weeks to process.

Q&A 5: Are there transaction fees to process payments and refunds?

Yes, for every transaction the following transaction fees apply.

Goalline fees: 0.2%+\$0.15 PayPal fees: 2.20% + \$0.30

As of May 19, 2020, Goalline and PayPal will not charge a fee to process refunds; however, Goalline and PayPal fees from the original transaction will not be returned.

Memberships and Refund Eligibility

Membership registrations are valid from the date of purchase to August 31st (annual membership type). All memberships are upgradable. All memberships are non-transferable.

Non-refundable memberships:

Memberships are non-refundable*.

- VA Recreational Player
- VA Youth Development Player - 12U
- VA Adult Recreational Player
- VA Leader – Recreational Coach
- VA Leader - Club President
- VA Leader – Club Volunteer
- VA Leader – Referee Novice, Level 1, 2, 3, 4, 5, Beach Level 1, 2, 3, 4

*Volleyball Alberta (VA) and Volleyball Canada (VC) will consider refunds for duplicate purchases due to a system error.

\$35 admin fee (if withdrawing BEFORE the cancellation date)

A refund of the program fees, less a \$35 administration fee, will be refunded if withdrawing before the cancellation date for the following programs:

- Canada Summer Games

Non-refundable (if withdrawing AFTER the cancellation date)

After the cancellation date there will be no refunds.

The Volleyball Alberta refund policy will be updated as programs/products are added for the 2020-2021 season