



WINNIPEG ICEBERG VOLLEYBALL CLUB

Refund Policy

Policy Owner	Dmytro Kazakov, Club Director
Approved By	Dmytro Kazakov, Club Director
Version	1.1
Effective Date	September 18, 2026
Review Cycle	Annually, and whenever Volleyball Manitoba requirements change
Status	Approved and adopted

1. Purpose and Scope

This Refund Policy sets out the terms and conditions that apply to fees paid directly to Winnipeg Iceberg Volleyball Club (the “Club”) for tryout registration and for Club team season participation.

This policy does not govern amounts paid directly to Volleyball Manitoba, Volleyball Canada, a tournament host, an apparel or equipment supplier, a payment processor, or any other third party.

Acceptance: the version of this policy in effect at the time of tryout registration or team roster acceptance forms part of the participant’s agreement with the Club. Selecting a payment plan changes only the timing of payment; it does not reduce the total amount owed.

Governing rules: this policy operates subject to applicable law and any mandatory Volleyball Manitoba, Volleyball Canada, or Sport Manitoba rules. Where a mandatory rule conflicts with this policy, the mandatory rule prevails. Nothing in this policy limits a right that cannot lawfully be waived.

2. Tryout Registration Fee

The tryout registration fee is \$25 CAD per player and covers the administrative and organizational costs of the Club’s tryout process. Payment of the registration fee does not guarantee placement on a team; team selection follows the Club’s evaluation process, conducted in accordance with the applicable rules and policies of Volleyball Manitoba.

The \$25 tryout registration fee is non-refundable once registration is completed (defined as once the Club has confirmed the tryout place and the fee has been paid), except as follows:

- Club cancellation: if the Club cancels the tryout process and does not offer an alternative date, the Club will provide a full refund of the registration fee.
- No tryout place available: if the Club cannot offer the athlete a tryout place, no fee is charged, or it is refunded in full if already paid.



3. Season Fees

3.1 What season fees cover

Season fees cover costs incurred by the Club throughout the season, including gym rentals, tournament registrations, coaching, equipment, uniforms, administration, and other team expenses. Many of these costs are committed to or paid by the Club in advance of the season and may not be recoverable if an athlete withdraws.

3.2 Withdrawal before January 1

If an athlete withdraws after accepting a position on an Iceberg team but before January 1, the Club will refund the season fees paid, less:

- any non-refundable or committed costs already incurred on behalf of the athlete; and
- a \$100 withdrawal administration fee.

3.3 Withdrawal on or after January 1

If an athlete withdraws on or after January 1 and on or before January 31, the Club may provide a partial refund of season fees paid. The refund will be calculated based on costs that the Club has not yet incurred or committed for the athlete or team. Non-refundable or committed expenses, including tournament registrations, gym commitments, uniforms, Volleyball Manitoba/Volleyball Canada fees, and other athlete or team expenses, will not be refunded.

3.4 Withdrawal after January 31

Season fees are non-refundable for a withdrawal that takes effect after January 31, except in the case of a season-ending injury or medical condition (see section 3.5).

3.5 Medical withdrawal

If an athlete is unable to continue participating due to a season-ending injury or medical condition, the Club may provide a partial refund of season fees paid, including for withdrawals after January 31. Any refund will be based on costs that have not already been incurred or committed by the Club. The Club may request reasonable supporting documentation.

3.6 Removal from a team

No refund will be provided where an athlete is removed from the Club for disciplinary reasons or a serious violation of Club policies or the athlete code of conduct.

3.7 Payment plans

A payment plan is provided as a convenience and does not convert the season fee into a monthly participation fee. Accepting a position on an Iceberg team represents a commitment to the full season fee. Withdrawal from the team does not automatically cancel amounts owed under a payment plan; any refund or adjustment is calculated under this policy.



4. Refund Requests

All refund requests must be submitted in writing to the Club. Requests should include:

- Player/athlete's full name;
- Parent or legal guardian's name;
- Email address and phone number;
- Program or team;
- Effective date of withdrawal;
- Reason for the request.

Send refund requests to: info@icebergvc.ca

Requests are reviewed by the Club Director. Approval of an exception in one case does not create a precedent, entitlement, or obligation in another case.

5. Processing of Approved Refunds

Approved refunds are normally processed within 10 business days of the Club's approval of the request and are issued to the original payment method where practical. Processing times may vary depending on the payment provider or financial institution.

6. Applicable Rules and Legislation

This policy is intended to operate consistently with the applicable rules and policies of Volleyball Manitoba and applicable laws in the Province of Manitoba and Canada. Nothing in this policy is intended to remove or restrict any right that a participant or consumer may have under applicable legislation. Where applicable law provides a participant with a greater right to a refund or cancellation than provided in this policy, the applicable legal requirement will prevail.

7. Acknowledgement

By submitting a tryout registration, accepting a position on an Iceberg team, and/or making payment, the player and the player's parent or legal guardian acknowledge that they have read, understood, and agreed to this Refund Policy.

Winnipeg Iceberg Volleyball Club

Winnipeg, Manitoba, Canada

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