

NPower Aurora Volleyball Academy

Refund, Fees & Financial Policy

2026-2027 Season | Risk-Reviewed Draft for Adoption

Purpose and Scope

- NPower Aurora Inc., operating as NPower Aurora Volleyball Academy (“NPower” or the “Club”) publishes this Policy before registration. It applies to programs, camps, clinics, assessments and club teams. Program-specific written terms prevail only if they provide equal or greater participant protection and comply with law.

Price, Registration and Payment

- A spot is confirmed only after required registration information, acceptance of applicable terms and receipt of the stated payment or first approved installment. Prices, taxes, inclusions, exclusions, dates, locations, cancellation terms and payment deadlines will be disclosed before purchase.
- Volleyball BC/Canada membership, tournament, travel, uniform and third-party charges may be separate. Non-refundable third-party charges will be identified where reasonably possible.
- Outstanding amounts may result in suspension after reasonable notice and an opportunity to correct the default, subject to safety, human-rights and legal obligations. Collection costs will not be imposed unless disclosed and lawful.

Statutory Consumer Rights

- This Policy is subject to the Business Practices and Consumer Protection Act and other applicable law, including any rights applicable to distance sales, future-performance or continuing-services contracts. Statutory cancellation and refund rights prevail over inconsistent Club terms.
- Where legally required, NPower will provide the required contract information and a copy of the agreement. A legally required refund will be made within the applicable statutory period and without an unlawful deduction.

Program Withdrawals Before Start

- Before a disclosed registration deadline, a participant may request withdrawal in writing. Unless program-specific terms state otherwise, NPower may retain 25% of the program fee, minimum \$25, only to the extent reasonable, disclosed and lawful; non-refundable third-party costs may also be deducted if disclosed and already committed.
- After the deadline but before the first session, NPower may offer a credit up to 50%, but this discretionary rule does not limit statutory rights or an approved medical, disability, compassionate or Club-caused cancellation remedy.

After Start; Missed Sessions

- Ordinary participant-caused absences, vacations, schedule conflicts, late arrivals and no-shows do not normally create a refund. This does not apply where law requires a remedy, NPower materially fails to provide the contracted service, or an accommodation or approved exception applies.

- Credits are normally non-transferable, valid for 12 months and have no cash value, unless law or written approval requires otherwise.

Medical, Disability and Compassionate Requests

- Requests should be made promptly and include only information reasonably necessary to assess the request. NPower may request appropriate confirmation but will avoid unnecessary diagnostic details.
- NPower will consider human-rights accommodation obligations and may offer transfer, modification, prorated credit or refund based on unused services, committed costs and the circumstances. No outcome is guaranteed except where required by law.

Club Teams

- Tryout/evaluation fees are normally non-refundable once the service is delivered. Acceptance of a roster spot creates a season commitment only after the family receives and accepts written team terms, total fees, payment schedule and material inclusions.
- Withdrawal, removal or discipline does not automatically eliminate amounts already earned or irrevocably committed, but NPower will not impose an unlawful penalty or retain money contrary to statute, governing-body rules or procedural fairness.

Changes or Cancellation by NPower

- NPower may make reasonable changes for safety, facility availability, weather, coach availability or governing-body requirements. For a material reduction or cancellation, NPower will offer a reasonable substitute, transfer, credit or prorated refund, considering services delivered and non-recoverable costs, subject to law.
- No refund is owed for a force-majeure disruption to the extent services are rescheduled or an equivalent lawful remedy is provided; this clause does not remove non-waivable rights.

Requests and Decisions

- Written requests must include participant, program, transaction and requested remedy. NPower will acknowledge the request and provide a written decision within a reasonable time. A requester may ask the Club Directors to reconsider based on new information or an error.

Legal and Governing-Body Priority

- This Policy must be interpreted consistently with applicable federal and British Columbia law and the current bylaws, policies, rules, sanctions and directives of Volleyball BC and Volleyball Canada. If there is a conflict, the higher legal or governing-body requirement prevails to the extent of the conflict.
- Nothing in this Policy waives or limits a right or remedy that cannot lawfully be waived. NPower may amend this Policy when reasonably necessary for safety, legal compliance, insurance or governing-body requirements, with notice where practicable.

Administration

- Policy owner: Club Directors. Questions and notices: npoweraurora@gmail.com. Records will be handled under NPower's Privacy Policy. This Policy is reviewed at least annually and after a material incident or governing-rule change.
- Approved by NPower Aurora Inc.: _____. Effective: September 1, 2026. Version: 1.0. Next review: August 2027.