



# Nationals 2020 Refund Protocol

**as of April 1st 2020**

Volleyball Canada wishes to thank everyone for their understanding during this time. Cancelling Nationals was not an easy decision but the health and safety of the players, coaches, staff, spectators and all others involved takes priority. This refund process will take time to be completed so we are asking you for patience as we go through the next steps. Please see below for the refund process.

## Registration Fees

Two options are available to receive your registration fee refund:

1. Funds can be returned to the credit card through Goalline.
2. Teams can request an Electronic Funds Transfer (EFT).

See below for a breakdown fees and processes associated to refunds.

## Next steps

If your team wishes to receive the refund via step 1 above, no further action is required and you will receive your refund as per the refund timeline below. Teams who wish to receive a refund via EFT will need to follow the steps in the following section.

## EFT Process

Teams seeking a refund via EFT are asked to complete the Electronic Funds Transfer Form. These forms must be completed **by April 10<sup>th</sup>**. Should you not complete the form by this date, VC will refund directly to the credit card used to pay registration.

Clubs are welcome to request multiple refunds within one EFT, please ensure to list all teams on the EFT submission.

All EFT submission requests will be double checked with the club to ensure accurate information.

## Fees

A fee of \$10 per team will be deducted for all online refunds.

The EFT fee is \$45 per team for 15U–18U Edmonton Nationals, and \$35 per team for 14U Nationals.

The fee is based on a per team basis, not per EFT. If your EFT is to include multiple teams, the refund will be calculated based on total refund minus total fee for all teams being refunded.

For example, Club Spike has two 14U teams and two 16U teams to go onto one EFT refund.

14U registration x 2 = \$1900

14U EFT fee x 2 = \$70

16U registration x 2 = \$2500

16U EFT fee x 2 = \$90

Total Registration paid = \$4400

Total EFT fees = \$160

**Total refund for Club Spike = \$4240**



## Refund Timeline

Refunds will be processed in the order of the January registration dates, and will be completed on the following schedule:

1. Week of April 13<sup>th</sup>: 17U Boys & Girls
2. Week of April 20<sup>th</sup>: 15U Boys & Girls
3. Week of April 27<sup>th</sup>: 18U Boys & Girls
4. Week of May 4<sup>th</sup>: 16U Boys & Girls
5. Week of May 11<sup>th</sup>: 14U Abbotsford
6. Week of May 18<sup>th</sup>: 14U Halifax and 14U Ottawa

Clubs who are requesting an EFT for multiple teams in one payment will receive their refund by May 31<sup>st</sup>.

Should you have any questions or concerns, please contact [nationals@volleyball.ca](mailto:nationals@volleyball.ca)

## **Event Passes and Roster Exemptions**

These will be refunded via the original method of payment and will be completed by May 31<sup>st</sup>. Teams and parents are not required to contact VC to request a refund as this will be done automatically.

## **Flights booked via Absolute Travel**

Absolute Travel work on cancelling all tickets immediately and will be in contact with each team contact confirming the refund plan. Teams do not need to reach out to Absolute Travel to initiate the cancellation process.

Air Canada - All tickets were issued and paid for as of March 2 2020. Teams will be provided with a 24 month (from date of issue) flexible travel credit for the full value minus 50.00 deposit per flight/per direction. Some additional notes on tickets:

- Destination can be altered from original ticket
- Credits can be used towards group or individual bookings
- Name of the credit holder does not have to be the same as the ticket purchaser
- If credit is being used towards a group booking- seats and prepaid bag will be included
- Change fees to use credits will be waived
- All ticket changes are to be managed via Absolute Travel

Westjet—Tickets have not been issued therefore balances will not be charged however the \$50 deposit per person per direction is non-refundable.

## **Flights booked outside of Absolute Travel**

Teams/individuals will be responsible for following up directly with the airlines or with their booking agent regarding their flights.

Air Canada updates - <https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

West Jet updates - <https://www.westjet.com/en-ca/travel-info/advisories#tabpane-1462317543748-1>



## **Hotels**

Our Accommodations Management Providers will work on cancelling all rooms immediately and will be in contact with each team contact confirming the cancellations. Teams do not need to reach out to initiate the cancellation process.

HTG - All rooms will be cancelled directly by HTG and no fees will be charged to credit cards on file. Teams are asked not to follow up with HTG or with their hotel in this process. Emails will be sent to each contact on file confirming the cancellation has gone through.

Event Connect - All reservations made through the EventConnect system will be cancelled by EventConnect and teams will receive a cancellation confirmation email

- All non-refundable deposits paid during the booking process will now be available as a credit towards a future booking on our private member Discount Booking Site which has hotel rates not available to the general public. This credit will provide each individual with the flexibility to book any hotel for any date for all North American and International destinations - subject to availability.
- Each reservation contact will receive further information on the credit by email shortly from EventConnect.

## **Expo Parking Pass**

Expo will provide a full refund for any parking passes which have been purchased. Refunds will be issued automatically.