

2020-2021

**REGIONAL EXCELLENCE PROGRAM**  
**Athlete Expectations and Policies**



Volleyball Canada

Updated: Sept 1, 2020

All information is subject to change



## REP Program Expectations

Upon entering the Volleyball Canada Regional Excellence ("REP") Program, athletes and their parents/guardians are expected to align with the following:

1. **Athletes** are expected to:
  - a) Commit to the REP program term in its entirety. Term is defined by individual centres and the program registration. Entrance and exit from the REP program can be done without additional fees after the completion of the term or before the start of each Term. Please refer to our "Refund Policy" and our "Late Registration Policy" for more information on fees and exceptions.
  - b) Coordinate their schedules in advance with the Centre (Coach and/or Local Admin Lead) and notify the Centre, in writing, immediately of any changes to this schedule.
  - c) Wear appropriate gym attire when training, including proper indoor, non-scuff shoes, as well as a REP issued training shirts, or similarly themed Volleyball Canada attire, if available.
  - d) Adhere to the [Athlete Code of Conduct](#) whenever training or wearing the Volleyball Canada Centre of excellence clothing or brand.
2. **Parents/guardians** are expected to:
  - a) Adhere to the [Parents Code of Conduct](#) whenever accompanying their child/ward to a REP event or when they or their son/daughter are wearing the REP Brand.

## Refund Policy

**\*All refund and account adjustments will be subject to a minimum \$15 administrative fee\***

1. Volleyball Canada Centre of Excellence program is based on a low coach to athlete ratio. Our commitment to coaches and facility agreements are determined well in advance of program delivery and are managed on a per athlete basis.
2. Registration and acceptance into the REP program is complete only when the athlete is registered and payment has been received; therefore an Athlete may not attend a REP program until such compliance.
  - a) Single term programs (16 weeks or less, i.e. starting in Sept and ending in Dec or later):
    - i. The REP program fee is considered **NON REFUNDABLE** within 14 days prior to the start of the term.
  - b) Full year programs (defined as starting in September and ending in April or later):
    - i. Withdraws for 2<sup>nd</sup> semester can be completed until January 5, with a refund\* of 50% of the remaining fees.
    - ii. Examples: Figures are estimates for demonstration purposes only

Withdrawal Date for 2 <sup>nd</sup> term	Program Fee Remaining (Assuming all fees for first semester have been paid)	REFUND* AMOUNT
Up to Jan 5	\$600	\$300

- iii. After January 15, no refunds will be issued.
- iv. All REP programs are considered by the term only. There are no MONTHLY programs.



Program fee installments have been provided for convenience only.

- v. Program terms may be adjusted to manage cancellations, or other unforeseen circumstances. Fees will not be adjusted based on athlete conflicts or attendance.
3. Failure to pay the fees owing will result in the athlete being considered a 'member in bad standing' with Volleyball Canada, therefore, unable to participate in any VC sanctioned event, including Provincial and National Championships, and National Team Programs.
4. The only exception for a potential refund is an injury, illness or medical condition. Athletes must communicate the injury/medical condition to the Centre Lead and VC, in writing (email), prior to any missed sessions and a **medical note must accompany an injury refund request**, within 1 week of the injury occurring. Volleyball Canada will evaluate each situation on an individual basis.
  - a) Minor injury (away from training for three (3) weeks or less):
    - i. The REP strongly encourages athletes to continue attending and participating (if possible) and complete physiotherapy exercises. The refund\* will be as follows:
      1. 80% of the session fee/week up to a maximum of three (3) weeks.
  - b) Season ending injury:
    - i. Prior to the start date of a REP program – A full refund\* will be provided.
    - ii. During the REP program – A refund\* will be provided based on the difference between the number of sessions prior to the injury and the remaining sessions in the term. The fee is determined on a rate/session basis and must be communicated in writing.
  - c) Illness:
    - i. Athletes are not permitted to attend if they are experiencing any illness. Refund exceptions will be considered pending the number of sessions missed.

### **REP Late Registration Policy**

1. If a Volleyball Canada Centre of Excellence has space available, the REP program, will allow up to four (4) weeks after the scheduled start date, or upon the discretion of the Head Coach. Priority will be given for Provincial Team Members and Provincial Team Pool athletes. At the discretion of Volleyball Canada, fees may be prorated.
2. Registration and full payment are required prior to the athletes' first attendance at a REP program.
3. Athletes registering late may be required to pay an additional fee for a one-on-one Strength and Conditioning assessment and testing to be arranged outside regular REP practice times.

*\*The above refund and late registration policy DO NOT apply to REP Licensed Centres.*

*Licensed Centres are encouraged to follow VC policies but will determine policies based on the registration system.*

*Refund policies must be provided to participants during the registration process.\**

**Athlete Expectations and Policies must be read and understood prior to registration. Once registration is completed, it is assumed that all policies have been read, understood and accepted by participants.**

**\*\*Volleyball Canada reserves the right to make adjustments or amendments to the above policies and procedures\*\***