



**REFUND POLICY: JARDINES VOLLEYBALL ACADEMY LLC RESERVES THE RIGHT TO CANCEL ANY PRACTICE, CAMP, CLINIC, LESSON, OR CLUB TEAM DUE TO A LACK OF ENROLLMENT. A FULL REFUND WILL BE PROVIDED. OTHER REFUNDS WILL BE PROVIDED AS PER OUR REFUND POLICY:**

- ❖ When you accept an offer to participate, you accept the financial obligations for the entire club fee for that season. When teams are comprised, monies immediately go directly into tournament entries, coach salaries, facility rentals, and administrative fees.
- ❖ Due to our budget and limited gym space, we do not offer refunds or make-ups for players who do not come to practice due to illness or injuries. Refunds will not be given to athletes who choose not to play because of conflicts, team or coaching assignments, or an individual's amount of playing time.
- ❖ Once the player has participated in a practice/clinic/lesson/club play/tryout, NO refunds will be provided.

Additionally, Club Dues will only be considered for refund if one of the following circumstances arises:

1. Players who withdraw one week prior to the start of Practice/camp/clinic/lesson: A full refund will be provided.
2. Participants of Jardines Volleyball Academy LLC who have to withdraw from the practice/clinic/lesson due to personal injury may receive a pro-rated refund. These requests must be made in writing to the Director.
3. If a program is canceled prior to it being started, a refund will be issued.
4. Severe illness or injury prevents a player from participating in our programs. Participant or parents should provide documentation from medical professionals for our records.
5. Unforeseeable life change that prevents player from participating in our programs (i.e. unexpected family move out of the area).

# Dispute/Grievance Procedure

Jardines Volleyball Academy LLC fully comprehends the value of parent involvement and encourages our parents to offer feedback whether positive or negative, but to do so in a respectful way. The below procedure is designed to help athletes and parents with questions, concerns, or problems that may occur during the course of the season. It ensures open and honest communication between all parties involved.

1. 24-hour rule: If the athlete or parent has a concern arising from a tournament or practice that needs to be addressed, they must wait at least 24 hours after the conclusion of the event to discuss the issue with the head coach. We trust that parents will be timely in communicating with coaches regarding potential issues that would distract that coach from their primary objective of coaching the team.
2. Don't approach the coach immediately prior to the start of practice, the coach must focus on the athletes' and the training required during practice.
3. The athlete must first ask for a meeting with the coach to discuss the issue at hand. In the case of players on 13's or younger teams, the parents may request the meeting, in which the athlete, parent and coach must be present.
4. If the issue is unresolved, the parents may ask for a meeting between themselves, the athlete, and the coach to discuss the issue. The meeting should take place at a location considered adequate for a private discussion agreed upon by both the parent and coach – NOT at a tournament and/or practice.
5. If the issue is unresolved, the parent may ask for a meeting with the club director, the head coach, and the athlete. The meeting should take place at a location considered adequate for private discussion, agreed upon by the parent, coach, and director and during a scheduled time away from practice or a tournament is appropriate. The decision of the club director at this point is **FINAL**.

It is essential that our parents serve as a support system for our club, players and coaches. To ask this, we, as the club director, staff, and coaches need to be available to empower parents and athletes with information and ensure understanding. When all parties share time together, the potential conflict creates a greater opportunity to learn from each other different strategies in how all parties can communicate effectively and be more congruent in cultivating a positive experience for our athletes.