

# Refund & Participant Cancellation Policy

<b>Effective Date:</b>	January 1, 2026
<b>Last Updated:</b>	June 18, 2026
<b>Status:</b>	Active

## Purpose

Surface Beach Volleyball Club provides high-quality beach volleyball programs with limited roster spots, planned staffing, court reservations, and structured training groups.

Because program space is limited and staffing is planned in advance, this policy explains how refunds, participant cancellations, missed sessions, credits, injuries, and schedule conflicts are handled.

## No Refund Policy

Surface Beach Volleyball Club does not offer refunds once registration has been completed.

This includes, but is not limited to:

- Participant schedule conflicts
- Vacations
- Transportation issues
- Missed sessions
- Illness
- Injury
- Partner absence
- Change of plans
- Dissatisfaction after participation has begun
- Failure to attend
- Failure to secure a partner or substitute player

Registration confirms a participant's spot in the program and removes that spot from availability for other athletes.

## Participant Cancellations

If a participant chooses to cancel, withdraw, or stop attending a program, Surface Beach Volleyball Club is not required to issue a refund, credit, exchange, or make-up session.

Families are encouraged to review schedules carefully before registering.

## Missed Sessions

Surface Beach Volleyball Club does not provide refunds, credits, exchanges, or make-up sessions for missed practices, camps, clinics, tournaments, or training sessions.

Missed sessions include absences due to vacations, appointments, illness, transportation, school events, work schedules, partner absence, or other personal conflicts.

## Injury or Medical Situations

Surface Beach Volleyball Club understands that injuries and medical situations may occur.

In limited circumstances, Surface Beach Volleyball Club may, at its sole discretion, offer a registration credit or exchange opportunity when a participant is unable to continue due to injury or medical restriction.

Any credit or exchange is not guaranteed and may depend on timing, program availability, staffing, roster structure, and the nature of the program.

Surface Beach Volleyball Club may request written medical documentation before considering an injury-related credit or exchange.

## Credits

If a credit is issued, the credit:

## Surface Beach Volleyball Club

- Has no cash value
- Is not refundable
- Is not transferable
- May only be used by the original registered participant
- Must be used within the time period stated by Surface Beach Volleyball Club
- May only be applied to eligible Surface Beach Volleyball Club programs

Unused credits expire after the stated credit period.

### Exchange Registration Policy

When Surface Beach Volleyball Club cancels or reschedules a program due to weather, staffing, facility conditions, or other club-controlled circumstances, exchange opportunities may be offered in accordance with the Surface Beach Volleyball Club Exchange Registration Policy.

The Exchange Registration Policy governs eligible exchange situations.

### Substitute & Partner Policy

For partner-based training programs, participants are responsible for attending with their registered partner or an eligible registered substitute player.

Failure to attend with a registered partner or registered substitute player is governed by the Surface Beach Volleyball Club Substitute & Partner Policy.

No refunds, credits, exchanges, or make-up sessions will be provided when an athlete is unable to participate because they did not secure a required partner or substitute player.

### Club Cancellations

If Surface Beach Volleyball Club cancels a program and no exchange, rescheduled session, or alternative opportunity is available, Surface Beach Volleyball Club may determine an appropriate resolution at its sole discretion.

Surface Beach Volleyball Club does not guarantee refunds for cancellations.

### Contact Information

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