

viaSport Policy	
Policy Type:	Operational Policy
Created:	July 2016
Revised:	June 2024
Reviewed:	Every 2 years
Policy Name:	Refund Policy

1) POLICY STATEMENT

- a) viaSport is committed to transparent financial practices to ensure appropriate and effective stewardship of funds, including clear requirements regarding issuing refunds.

2) PURPOSE

- a) To ensure viaSport is compliant with its Finance Policy and to set the requirements for individuals and/or organizations to request and receive a refund from viaSport.

3) SCOPE

- a) This policy applies to individuals and/or organizations that have paid for a viaSport service as outlined in this policy and require a refund.

4) DEFINITIONS

- a) Administrative fee – an expense charged to cover costs associated with the viaSport service.
- b) Individual – a person that has individually registered for a viaSport service as outlined in this policy.
- c) NCCP – National Coaching Certification Program
- d) Organization – a viaSport Designated Organization, or other bodies that have purchased any viaSport service as outlined in this policy
- e) Partner Host – an organization that viaSport has appointed to offer a service.
- f) Partner Hosted Workshop – a service, managed by viaSport, offered through a Partner Host.
- g) Service – an offering or other activity provided to an individual or organization.
- h) Special Event – a conference, or other activity.
- i) Workshop – educational course offering.

5) STANDARDS

- a) Refunds to Individuals will be provided, less a \$15.00 administrative fee, when requests are made no later than three (3) business days (excluding the starting day of the event) prior to the start of the following service offerings:
 - i) All NCCP Workshops (online and in-person)
 - ii) All non-NCCP Workshops (online and in-person)
 - iii) Any other service designated as such in viaSport's sole discretion.

- b) For Special Events, refunds will be provided, less a 15% administrative fee, when requests are made no later than seven (7) business days prior to the start of the special event.
- c) Organizational refunds, less a 15% administrative fee, will be provided when requests are made no later than seven (7) business days (excluding the starting day of the event) prior to the start for the following services:
 - i) All NCCP Workshops (online and in-person)
 - ii) All non-NCCP Workshops (online and in-person)
 - iii) Any other service designated as such in viaSport's sole discretion.
- d) Organizational refunds, less a 15% administrative fee, will be provided when requests are made no later than thirty (30) business days after the Effective Date of Agreement:
 - i) Volunteer Management Platform
- e) Refunds are not provided:
 - i) For any NCCP Home-study courses.
 - ii) If an Individual does not attend a Workshop or Special event for which they registered.
- f) Refunds for any Partner Hosted Workshops are subject to the Partner Host's Refund Policy.

6) APPLICABLE OPERATIONAL PROCEDURES

- a) Requests for refund that meet the standards of this policy can be made by completing [this form](#).

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