

Ascent Volleyball Club: Governance & Operating Policies

Version: August 2026

1. Statement of Commitment

- **Adherence to Standards:** Ascent Volleyball Club formally commits to uphold the **Volleyball BC Code of Conduct and Ethics** and all supporting policies used to govern the sport in British Columbia.
- **Regulatory Compliance:** The club commits to upholding and abiding by all sanctions issued by **Volleyball BC, Volleyball Canada, or their Independent Third Party** against individuals associated with the club.
- **Disciplinary Reporting:** Ascent Volleyball Club commits to informing Volleyball BC in writing (at reporting@volleyballbc.org) of any disciplinary sanctions imposed by the club against individuals registered with Volleyball BC.
- **Media Consent:** By participating in Ascent Volleyball Club programs, parents and guardians acknowledge and agree that photographs or videos of their children may be used for club promotional and social media purposes.
- **Leadership Alignment:** We confirm that the **Volleyball BC Memorandum of Understanding (MOU)** has been circulated and reviewed by the full leadership and owners of Ascent Volleyball Club prior to signature to ensure a mutual understanding of what it means to be a sanctioned club in "Good Standing".
- **Transparency:** We commit to maintaining clear and visible policies regarding refunds and dispute resolution on our official website or main communications channel for the benefit of all participants.

2. Organizational Status & Disclosure

- **Entity Status:** Ascent Volleyball Club operates as a for-profit Corporation.

- **Sanctioning Disclosure:** The club will explicitly state in the Club Registration Form which programs are registered/sanctioned by Volleyball BC and which are operated independently to ensure transparency regarding insurance eligibility.

3. Refunds & Withdrawal Policy

- **Withdrawals:** Withdrawal from Club programs is not eligible for refunds unless due to injury. Athletes will be informed of club practice dates and times during tryouts and prior to the season. Thus, withdrawals due to other sport/extracurricular conflicts are not eligible for refunds.
- **Injuries:** Written refund requests due to injury require doctor's notes and must be received up to and including the second session of a program to be eligible for a refund. Cancellation fee and prorated costs apply.
- **Cancellation Fee:** Cancellation after acceptance of an offer is subject to a **\$100.00** cancellation fee.
- **Prorated Costs:** The cost of any sessions that have already taken place at the time of withdrawal will be deducted from the refund amount.
- **Credit Card Fees:** If payment was made by credit card, a **3% processing fee** associated with the payment is non-refundable.
- **No Refunds:** No refunds will be issued after the second practice of the club season has taken place. Additionally, no refunds will be issued for missed sessions during the club season.

4. Dispute Resolution Procedure

- **Purpose:** To support the principles of Alternative Dispute Resolution (ADR) and resolve differences through open communication and negotiation.
- **Point of Contact:** The designated individual to receive and triage complaints is our Director of Communications, Amelia Le (support.ascentvb@gmail.com).
- **Step 1: The 24-Hour Rule:** Parties must wait **24 hours** after an incident before initiating contact to allow for a cooling-off period.

- **Step 2: Informal Discussion & Mediation:** Individuals are encouraged to first discuss issues directly. If unresolved, a neutral third party (such as a Coach, Communications Liaison or the Club Director) may be appointed as a facilitator to help the parties reach a negotiated settlement.
- **Step 3: Director Escalation:** If informal steps fail, the matter will be escalated to the **Club Director** for formal review.
- **Step 4: Procedural Fairness:** For formal reviews, Ascent Volleyball Club commits to procedural fairness, ensuring individuals have the right to know allegations against them, the right to be heard, and the right to an impartial decider.
- **Step 5: External Escalation:** If a dispute involves a violation of the **Volleyball BC Code of Conduct and Ethics** or involves abuse/maltreatment, it will be reported immediately to reporting@volleyballbc.org.

5. Conflict of Interest Policy

- **Disclosure:** Any staff, coach, or volunteer with a personal or financial interest in a club decision must disclose it to the Club Director immediately.
- **Management:** The individual in conflict will be recused from the decision-making process to ensure impartiality.