



Refund & Cancellation Policy

At BigTime Volleyball Academy (BVA), we recognize that athletes may decide to withdraw from our program. Generally fees are non-refundable once an athlete has committed to the program. This is due to operational costs, such as facility training space, administrative fee, all of which are paid in advance and are often non-recoverable. Our aim is to avoid passing these additional costs on to our families.

However, under extenuating circumstances, requests for refunds will be considered. These will be reviewed and handled on a case-by-case basis. Consideration does not guarantee approval.

Participant Withdrawal

Deadline	Refund Amount
Prior to the beginning of the program	Full refund minus \$50 Administrative Fee
Within 24 hours	50% of the fee will be refunded minus \$50 Administrative Fee
After the beginning of the program	No refund will be provided

Medical & Emergency Situations

If a student is forced to withdraw mid-term due to a long-term medical condition (e.g., major injury):

A pro-rated refund may be granted upon submission of a valid medical proof from a registered doctor. The refund will be calculated from the date the written notification and medical proof are received.

Weather Policy

There may be sessions where BVA loses access to training facilities due to weather. In the event that gym space is not available, BVA will make every effort to find an alternate gym space for our athletes to train. If there is no alternative training date available, BVA will offer a credit that can be used toward any of our other programs.

Other Cancellation Policy

- All refund requests must be made in writing and emailed to BVA by the requested deadline.
- Any request made after the aforementioned deadline may be denied.
- BVA reserves the right to request a doctor's note should a participant withdraw due to injury or illness.