

MEMBERSHIP PURCHASE REFUND POLICY

When purchasing an individual membership, there are two components – a portion of membership dues goes to ALOHA REGION, and a portion that goes to USA Volleyball. When a membership is purchased, this refund policy is acknowledged and agreed to by the member and/or their parent/guardian. This policy only applies to the membership purchased with ALOHA REGION/USAV and does not apply to any financial obligations between a family and their club.

Regardless of the situation surrounding a refund, credit card processing fees are **non-refundable**.

The portion of a membership that goes to USAV is governed by USAV's refund policy, outlined below:

- **Full memberships** may be eligible to receive a refund of national registration fees. Cancellation requests must be received within 30 days of purchase.
- **Limited memberships** are not eligible to receive a refund of national registration fees, insurance, or processing fees.

USA Volleyball will only consider its refund if the region provides the individual with a full refund on region membership fees.

The following guidelines will be used in the calculation of a refund amount:

- If the member participated in a USAV sanctioned program or event, then national registration fees are non-refundable.
- If the member did NOT participate in any USAV sanctioned program or event, then member may be entitled to refund less processing fees subject to the above 30-day period.

No refunds will be issued when an entire USA Volleyball membership season and/or any portion thereof is canceled or interrupted for any reason.

ALOHA REGION and USA Volleyball reserve the right to make exceptions to this policy at their sole discretion