



Vashon Seals Swim Team
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GRIEVANCE & REFUND POLICY

(As adopted by the Vashon Aquatic Club Board of Directors on October 1, 2009)

Grievance Policy:

VAC recognizes that issues arise in a club, and that issues need to be addressed in a professional and positive manner. To achieve this, VSST has set in place a three-stage process:

- 1) **Verbal Discussion:** Often a matter can be resolved by direct communication. Parents are encouraged to contact the Head Coach or a VAC board member, for an informal initiation of discussion. Many concerns can be swiftly addressed before an issue arises.
- 2) **Board Discussion:** If, after verbal discussion, a situation remains unresolved, then the issue may be formally documented and addressed by the VAC board. Every effort will be made at this stage to find a mutually agreeable solution.
- 3) **Written Resignation:** In the unlikely event that a solution cannot be found, a swimmer may submit his/her written resignation, giving 30 days notice that s/he will be leaving the club. We truly see this as a last resort, and will endeavour to work with a family as much as is reasonable in dealing with any requests for a refund.

Refund Policy:

Refunds will be issued only if requested no fewer than 7 business days prior to program start date, and all refunds will be assessed the PNS membership fee plus the \$25 Vashon Park District administration fee. There will be no refunds once a student is accepted into the Program, except in the event of a documented medical reason or a significant family emergency.