

FOR PROGRAMS & ORGS

Refund Protection

Protect your revenue and provide flexibility by offering Refund Protection from ViCoverage to your participants and families.



What is Refund Protection?

Sometimes life happens - like an unexpected illness or injury - and families end up losing the non-refundable fees they paid for your activity or program. Refund Protection helps take the stress out of those situations by refunding up to 100% of fees if the participant can no longer take part for a covered reason. We take care of refunds while your organization keeps the registration revenue.

How does it work?

When registering for an activity or program, parents will have the option to add Refund Protection before checkout. If the participant can no longer take part for a covered reason, they can request a refund for the time they missed in just a few clicks by visiting: customers.vicoverage.com.

What if our organization already has a refund policy?

Refund Protection provides added value by covering a wider range of unexpected situations - with up to a 100% refund. By recommending it, you give families extra peace of mind while protecting your organization from potential revenue loss. It's a simple way to enhance your refund offering without increasing your financial risk.

What's Covered:

- ✓ **Long-term Injuries:** The participant is injured and unable to finish the program.
- ✓ **Long-term Illness:** An illness prevents the participant from attending for the rest of the program.
- ✓ **Short-Term Injuries & Illnesses:** The participant is unable to attend for part of the time due to an illness or injury.
- ✓ **Job Loss:** A parent unexpectedly loses their job, preventing the participant from finishing the program.
- ✓ **Active Military Duty:** A parent is called for duty or reassigned unexpectedly, forcing the participant to withdraw from the program.

What's Not Covered:

- ✗ Pre-existing medical issues
- ✗ Personal schedule conflicts
- ✗ Foreseeable events at the time of registering



Keep Your Revenue

Provide flexibility without increasing refunds



Increase Sign-Ups

Help families feel more secure during registration



Save Time

Focus on growing your organization, not on admin tasks