



# Member Handbook

## General Policies and Information

Play at Richmond Volleyball club is governed largely by the rules of USA Volleyball. There are some exceptions that are outlined in this booklet and/or the [RVC Rules of Play](#).

The purpose of this guide is to familiarize RVC members with the practices, procedures, and playing rules at the Club. It is not meant to serve as a substitute for the USA Volleyball Rulebook, which covers the rules of volleyball in detail. Nor, does it necessarily represent all operating policies of the club. RVC does have copies of the USA Volleyball rules available.

Feel free to pass this booklet along to your team members or friends. If you have questions or comments or would like further information about anything contained in this guide, please contact the RVC office at (804) 358-3000 or via email at [leagues@rvc.net](mailto:leagues@rvc.net).

The information contained herein is subject to change at any time. The management of Richmond Volleyball Club reserves the right to make decisions for the betterment of the Club or its leagues. Situations may be considered on an individual basis.

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## The Richmond Volleyball Club

The Richmond Volleyball Club is a private, 501(c)3 nonprofit organization. RVC was founded in 1981 through the combined efforts of two local adult leagues. TRAVL (The Richmond Area Volleyball League) and the Fan League pooled their resources and opened RVC at 3300 West Marshall Street, which was known as RVC East and affectionately became known as “the old club.”

The club grew over the next ten years to the point that the waiting list was several seasons long. With 1200-1500 members, RVC was operating 12-team leagues on all four courts every night of the week and still could not accommodate the demand. The development of the juniors’ program in 1990 created even greater demand for court time and space.

In the late 1980’s, the Club recognized that expansion was necessary and set out to open another facility. RVC West, or “the new club,” opened at 1907 Westmoreland Street (one mile west of the other club) in the fall of 1991, increasing the total number of courts to ten. Within eighteen months, both facilities were operating at capacity six nights per week.

We continued to grow with the purchase of a new facility that opened in January 2010 at 2921 Byrdhill Rd. RVC Byrdhill houses 12 courts and is arguably the largest volleyball dedicated facility in the country. The “East” facility was closed but the “West” facility remained and was primarily used for juniors’ practices. In March of 2018, we were able to grow again by leasing a building through a partnership with Chesterfield County. Our new facility in Stonebridge (Chippenham and Midlothian TrnPk.) has eight courts and 30’ ceilings! The West facility closed in May 2018. Annually, RVC has about 3,000 members.

RVC is overseen by a volunteer Board of Directors. There are at least three seats up for election each year. The Board of Directors is responsible for strategic direction, governance, financial oversight, fundraising, and Executive Director oversight. Club operations are managed by approximately 15 full time staff and numerous part-time cafe workers, program assistants, coaches, and referees.

The goal of RVC staff is to provide a high level of service to our membership, both juniors and adults, through league play, social activities, camps, clinics and more. Visit our website for information about our staff at [www.RVC.net](http://www.RVC.net) or contact us at any of the following emails with questions or concerns –

[Leagues@rvc.net](mailto:Leagues@rvc.net) (adult leagues)

[Juniors@rvc.net](mailto:Juniors@rvc.net) (all junior programs including travel and developmental)

[cafe@rvc.net](mailto:cafe@rvc.net)

[careers@rvc.net](mailto:careers@rvc.net)

[rvc@rvc.net](mailto:rvc@rvc.net)

## Our Mission

The Richmond Volleyball Club is dedicated to providing a lifetime of opportunity through the sport of volleyball by promoting interest in the sport, teaching and developing skills and techniques, and fostering teamwork, sportsmanship, and appreciation for health and wellness.

## RVC Policy on Children in the Facility

The Richmond Volleyball Club welcomes junior athletes during appropriate times. We offer a number of programs designed to introduce children to the sport of volleyball. At other times (especially during evening league play) our policy requires all children to be supervised by an adult. We define supervision as the child being “within arm’s reach” of the supervising adult. We strongly encourage you to bring a baby-sitter if you are playing. For safety reasons, children under the age of 8 are not allowed on the courts or seating area immediately adjacent to courts. Children 8 years and older may enter the court area but must remain seated with a non-playing, supervising adult. Children **may not** run around unsupervised. ONLY members of RVC may be on the playing surface.

## Membership

All participants at RVC must become members of the Club before using the facilities. Annual membership dues are \$95 per person, payable in the Fall Season. Membership may be prorated for those who join at other times of the year (\$95 for winter-summer, \$75 for spring-summer, and \$60 in the summer). One season membership may be purchased for \$60. Membership entitles a person to participate in league play and open gyms, as well as RVC-sponsored clinics and other events. Members may also utilize the facilities at designated times when leagues are not in progress. Membership does not guarantee participation on a team and it is the member's responsibility, though RVC staff is glad to help, to find a suitable team.

Membership applications are available on-line at [www.rvc.net](http://www.rvc.net). Any member who does not remain in good financial standing with RVC may face penalties such as forfeiture of games, revocation of referee certification and/or referee responsibilities and loss of membership privileges and any other consequence that management may deem necessary.

## Member's Bill of Rights

The Richmond Volleyball Club (RVC) values its members, both junior and adult, and believes that membership in RVC implies certain rights including open communication, transparent Board actions, the ability to acquire more information, and the right to participate in a positive way to help guide the future direction of RVC.

### Membership

No person otherwise eligible for membership shall be denied membership because of race, creed, color, national origin, sex, age, sexual orientation, disability, or political belief.

### Communications

Members will receive regular communication from RVC via newsletters, the website, facility postings, and various other social media channels.

### Oversight of Directors

Notice of meeting dates, times and locations will be posted in a timely manner. Members may attend any Board of Directors meeting and shall have reasonable access to financial statements and minutes.

### The right to run for the Board of Directors

Members shall have an equal right to run for the Board of Directors and hold office, subject only to specified qualifications, uniformly applied.

### Contribute/Participate

Members shall have the right to contribute to the direction of RVC through committee participation and direct dialogue with Directors and staff.

### Due process

At any time, a membership is suspended or revoked, that member may ask for a review of the cause for revocation or suspension. Review will be provided at the appropriate level within a reasonable time frame.

## How to make sure your voice is heard at RVC

1. Subscribe to our monthly newsletters to stay informed.
2. Feel free to email or call with questions you may have.
3. Speak with a staff person on your night of play or use the match comment form to share your thoughts after playing.
4. Volunteer on one or more of our various committees such as Diversity, Inclusion, and Outreach, Finance, and more.

To volunteer, please contact Patti Nelms, [pnelms@rvc.net](mailto:pnelms@rvc.net), and let her know of your interest.

5. Become a team representative.

Team representatives are generally the first informed about potential changes to leagues and we rely on them to share their teammates concerns.

6. Submit your candidacy for the Board of Directors.

Year round, we seek potential candidates for the BOD. We encourage anyone who thinks they may be interested in a Board position to first volunteer on one of our committees (but this is not required). New Board members are appointed at the annual meeting each year (usually in March). If interested, please submit your letter of interest along with a resume or curriculum vitae to [rvc@rvc.net](mailto:rvc@rvc.net). Be sure to put "RVC Board Candidate" in the subject line.

The Board of Directors and management staff of the Richmond Volleyball Club values the opinions and experience of its members. We encourage everyone with the time and interest to become involved.

Questions or concerns regarding league play, standings, rosters, referees, adult skills clinics, etc. should be directed to the Adult Programs Manager, [leagues@rvc.net](mailto:leagues@rvc.net).

Questions or concerns regarding juniors programs including travel teams and developmental leagues, camps, etc. should be directed to [juniors@rvc.net](mailto:juniors@rvc.net), Juniors' Programs Manager.

Questions regarding facility rental, private instruction, registration, membership and most general questions may be directed our office, [rvc@rvc.net](mailto:rvc@rvc.net).

Questions regarding financial oversight, strategic vision, fundraising, and governance should be directed to our Board of Directors. You may call 358-3000 for contact information or email [board@rvc.net](mailto:board@rvc.net).

## League Play

Teams are divided into leagues based on the level of competition in men's, women's and coed divisions. "Open" is the highest designation, followed by AA, A (advanced), B (intermediate) and C (novice or beginner) leagues. Some divisions are further broken down to differentiate between the leagues. At present, RVC has the capacity for 270 teams in 27 different divisions for evening league play.

Each league will play on the same night for the entire season. Generally, men's and women's leagues are held on Sunday, Monday and Tuesday nights with coed play on Wednesdays, Thursdays and Fridays.

## Team Registration

RVC conducts four seasons per year: Winter (beginning in January), Spring (March), Summer (June), and Fall (September). More information on costs, nights of play, etc. may be found on our website, [rvc.net](http://rvc.net). A season consists of nine weeks of league play, after which each division has a one night, double-elimination tournament. The top two teams from each division then advance to Finals Night.

Registration for an upcoming season is strongly encouraged by the registration deadline. Current (those playing in most recent season) teams registering by that date are assured of entry for the next season. The registration deadline typically begins during the sixth or seventh week of the season. Existing teams not registered by that date are not guaranteed entry into the next season's leagues. Teams that register after the deadline are accepted as space allows.

New teams are accepted on a first-come, first-served basis based on availability of team slots. The team fee for new teams is discounted. A new beginner team is defined as a team with no more than 2 current RVC members.

The registration process involves completing the online registration with information regarding the team, level of competition desired and name of the team representative.

Staff will review all team registrations and requests for division placement. We will make every effort to honor a team's request for placement but cannot guarantee that every request will be honored as RVC reserves the right to make decisions based upon the best interest of the club and league. We consider a number of factors when making decisions. Consideration is given to whether or not the team played in the most recent season, where the team placed in its last division played, when the registration form was received, etc. Timely submission of the registration form can determine whether a team receives its requested division placement!!

**Refund policy:** If RVC is unable to place a team in a suitable (as determined by management) division, the entire fee will be refunded. Upon submission, all team fees are subject to a non-refundable \$100 administrative fee if the team withdraws, regardless of reason for withdrawal. Once team registrations have been reviewed and initial placement has been made, the Program Manager or designee will make every effort to contact teams regarding placement ***only*** if a team does not receive its first choice of placement. At this time if a team decides to withdraw, there will be no additional penalty other than the \$100.00 administrative fee; however, the entire remaining team fee (excluding referee fees) is non-refundable once the schedule has been posted.

## Finding A Team

Players generally are responsible for finding their own team – however RVC staff is happy to help and we have several tools to facilitate finding a team. Once a person has identified the level of competition they desire, it is generally not difficult to identify a team in need of players. We do encourage you to find a team as early in the season as possible though as rosters become set after the third week. The club maintains a [free agent list](#) on its website's to assist in the process.

In addition, the office staff helps match players without a team with existing teams that need a player. Email [leagues@rvc.net](mailto:leagues@rvc.net) if you need assistance. Players looking for a team can also post on the Richmond Volleyball Club Facebook page that they are looking for a team. In most cases, a person who is willing to talk to teams and meet other members should be able to find a team within a few weeks. The difficult part is determining the level of play and finding the right level of competition suitable for an individual new to RVC.

## Open Gym

RVC is open for pick-up games and practice Monday-Fridays from 5:00 to 5:50pm on a first-come, first-served basis **for RVC members only** at no cost. Open gym is also available occasionally at other times. Please check the club calendar for dates. Courts may be available for rental with prior notification. Please contact our office at (804) 358-3000 or [rvc@rvc.net](mailto:rvc@rvc.net) for more information.

## Practice Time

Practice courts for current RVC teams and members are available for reservations at times other than during open gym depending on availability. Reservations are taken up to one week in advance and must be paid in advance. Depending on seasonal registration, practice courts may also be available during the evening.

## Referee Responsibility

Referees that have completed required training, observation and evaluation are scheduled by RVC to work all scheduled matches with the exception of Quads divisions. Teams playing in Quads divisions self-referee their matches.

## Playing Schedules

When filled to capacity, RVC's leagues typically consist of 10 teams. Each team plays two matches per night, one each against two different teams. A match consists of three 25-point games or 55 minutes, whichever comes first. The first match of the evening starts at 6:05.

Playing times will vary from week to week with occasional "splits" (matches at 6:05 and 8:05, for example). Matches will be back to back for the majority of the season.

## Team Representative Information

Once the schedules are finalized, all information for team representatives including schedules, rule changes if any, etc., will be posted on the RVC web site. An email is sent at the beginning of each season with information about RVC and the duties of a team representative.

## Guests

Guests are welcome at RVC. Due to liability concerns, under no circumstances are guests permitted to take part in activities on the court.

**Rosters:** See RVC Rulebook.

**Add Delete Forms:** See RVC Rulebook.

## Team Rise and Fall

In order to maintain a competitive balance in the leagues, teams may be moved up or down when creating the following season's leagues. While we recognize that this may cause a hardship by changing the normal night of play for a team, our experience has shown that is highly important to maintain parity within divisions for the playing enjoyment of all teams. In cases where team records merit a change, more than one team may be moved up or down.

Club management reserves the right to move any number of teams in order to better balance the leagues but will contact teams before making unexpected changes.

## League Assistant

RVC has a League Assistant or Adult Program Manager on duty each evening. These persons are in place to: answer questions, handle any conflicts, and keep things running smoothly. They should be found in the vicinity of the Welcome Desk.

The League Assistant should be capable of helping with virtually any problem, but members with questions should feel free to contact the office if a situation is not handled to their satisfaction. Referees are observed throughout the night and the Assistant or Manager is available to step in should a referee become ill or called away for an emergency.

## Other Information

- **Notices** concerning the membership are posted at the club and on our website, [www.RVC.net](http://www.RVC.net). We will also email information. Please be sure the email associated with your member account is accurate in order to receive communication from RVC. Each member is assigned a membership number. New members receive a number once their online membership application is complete, and an alphabetical listing of members is available for reference if needed.
- Deadlines for registration and other events will be posted in advance on our website and on digital displays at the Byrdhill location. Standings for each division are posted on the web site. Please contact our office via e-mail, at [leagues@rvc.net](mailto:leagues@rvc.net) if you detect a mistake in the win-loss records.
- **End of Season celebration/Finals Night Party** - The top two teams from each league tournament advance to Finals Night and play one match to determine the tournament winner. Special drink prices are in effect and entertainment and/or games are often provided by the club. **All members** (not just participating teams) are invited to attend and enjoy the fun. Please encourage your teammates to come to the party.
- **T-Shirts will be given** to those teams finishing first in the regular season.
- Food and open beverages are not permitted on the court. Beverages in containers with a closed top or lid are permitted courtside.
- No alcohol may be brought into the club or onto its premises and beer may not be taken out of the building except for designated areas. Violating ABC rules may be cause for membership revocation
- For safety reasons, RVC rules prohibit persons playing with open wounds. Kits are available to clean up blood or other bodily fluids if an injury occurs during a match. Bandages are available at the welcome desk.
- RVC offers Referee Clinics as needed by demand each season. Please check with the office or the website for more information.
- As court space allows, skills clinics for club members are offered for a nominal fee. In addition to these clinics, other on-demand clinics and private lessons are available for team, group or individual instruction. Please check with the office for specific information.
- The Club's returned check policy requires a \$35 charge for all returned checks. Repeated abuses may result in refusal of checks from that member.
- Special events sometimes cause schedule changes. Advance notification will be given when possible.
- RVC usually closes for all major holidays. Please check your schedules.
- Match Comment forms are available if you wish to express your opinion or comment – either good or bad - on a particular match or referee.
- Minors wishing to play must have parental consent, approval of the Program Manager and be in good financial standing with RVC.
- Business office hours are 9:00 a.m. to 5:00 p.m., Monday through Friday. Most questions or other transactions may also be taken care of during league play, 5:30-11:00pm Sunday through Friday. The Cafe is open from 5:30 p.m. until one hour after the last match. Other hours will be set forth for daytime and weekend tournaments, Finals Night, and other special events.
- Matches that are cancelled because of inclement weather or other reasons beyond the control of RVC will not be rescheduled. In the event of bad weather, the Club will make a decision regarding play no later than 4:00 day of. A message will be posted on RVC's web site ([www.rvc.net](http://www.rvc.net)) and social media channels.
- Richmond Volleyball Club aids in the sponsorship of junior volleyball programs for boys and girls and USAV Adult teams. Contact the office for more information.
- The facilities may be rented to outside organizations for sports and non-sports related activities. Call for availability and rates.

## Alcohol and Substance Abuse Policy

RVC is committed to providing a safe environment and promoting the wellbeing and health of its members.

That commitment is jeopardized when any RVC member illegally uses drugs or possesses, distributes, or sells drugs at RVC. These activities may adversely affect a player's membership. In addition, these activities constitute a potential danger to the welfare and safety of other members and the public and expose RVC to risks of property loss or damage.

## **Firearm/Weapon Policy**

Possession of fireworks, ammunition, firearms, or other weapons or any item or material which by commonly accepted practices and principles would be a hazard or harmful to other persons are prohibited at RVC sanctioned events.

## **Service Animal Policy**

Except for the patio at our Byrdhill location, only service animals (as defined by the ADA) are permitted in the Richmond Volleyball Club's facilities.

### **Emotional Support Versus Service**

The Americans with Disabilities Act does not classify emotional support animals as service animals. To be a service animal, the dog or other animal must perform work or tasks directly related to the individual's disability. Tasks don't include providing companionship or comfort to individuals with psychiatric or emotional disabilities.

To be a service animal that supports a psychiatric condition, the animal must help its handler manage mental and emotional disabilities by, for example, interrupting self-harming behaviors, reminding handlers to take medication, checking spaces for intruders, or providing calming pressure during anxiety or panic attacks.

### **Permissible Inquiries**

To determine whether an animal is a service animal, businesses may ask only two questions:

- Is the service animal required because of a disability?
- What work or task has the service animal been trained to perform?

We will not ask about the person's disability or request or require medical documentation from the person with the animal. Because service animals aren't required to be certified, we will not request a special identification card or training documentation or for a demonstration of the service animal's work.

## **Privacy Policy**

The Richmond Volleyball Club is committed to maintaining your confidence and trust. Accordingly, we maintain the following privacy policy to protect personal information provided by you.

The Richmond Volleyball Club collects the following types of personal information: names, postal and email addresses, employment info and phone numbers.

The Richmond Volleyball Club will use your personal information only for the purpose for which it was submitted, such as replying to inquiries/special requests, notification of forfeits, acceptance or denial into a league/tournament and processing billing and business requests related to program participation. Your email address is also used to receive our once-a-month eNewsletter, online board of directors voting, annual membership survey and, on rare occasions, a special offer from a sponsor. At any time you may add or remove your name from our mailing list by using the link found at the bottom of an email, contacting us or by calling 804-358.3000.

If your personal information changes or you would like to review the personal information we may have on file, you may log in to our website and review or update your information at any time.

We do not sell our mail or email lists. Our web site is not set up to track, collect, or distribute personal information nor does it employ any form of tracking or cookies.

## Social Media Policy

The official Richmond Volleyball Club (RVC)<sup>™</sup> social media outlets, such as but not limited to the following, are online venues where members and others can learn about some of the great things happening at the club.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)
- [YouTube](#)

We encourage people to post, comment, and interact with others, and expect that remarks will be on-topic and respectful of the rights and opinions of others. Please note that all posts on RVC accounts are moderated online discussions and not a public forum.

By posting a comment or material of any kind on an RVC sponsored site, the user hereby agrees to the terms and conditions set forth below. Before commenting or including content, you agree to not:

- Post material that is racist, sexist, abusive, profane, hateful, violent, obscene, or pornographic
- Post anything that advocates illegal activity
- Post material that infringes on copyright
- Post phone numbers, email addresses, or anything else for members or others that would violate their privacy
- Post material that contains falsehoods
- Post material that is off-topic (not relating to RVC or volleyball)
- Post material selling products or promoting commercial, political, or other ventures unless documented approved received by RVC
- Libel, incite, threaten, or make ad hominem attacks
- Post material from impersonated profiles
- Post multiple items or duplicate information (from any one person or multiple people)
- All content and posts are also bound by the Terms and Community Guidelines for each service:
  - [Facebook Statement of Rights and Responsibilities](#)
  - [Twitter Terms of Service](#)
  - [YouTube Terms of Service](#)
  - [Instagram Terms of Service](#) and [Community Guidelines](#)
  - [Pinterest](#)

RVC reserves the right to do any or all of the following:

- Remove communications that violate these Terms and Conditions
- Remove any communications posted regardless of whether such communications violate these standards
- Ban future posts or block users who violate these Terms and Conditions
- Remove capability from the public to post or comment on RVC's official sites

Posted comments and images do not necessarily represent the views of RVC. If you have any questions or concerns about our policy or about the content posted on one of our social media sites, please email us at [marketing@rvc.net](mailto:marketing@rvc.net).

# Photography Permission Policy

Periodically, Richmond Volleyball Club takes photographs and video of players, coaches, and visitors for use in promotional materials and marketing purposes. With your membership and entry to RVC, you give permission for the recording of photographs and/or video of yourself and your dependents. You grant the RVC all rights to use these still or moving images for educational, promotional, advertising and other purposes which advance the overall mission of RVC. All rights to the photographs and video belong to Richmond Volleyball Club. Please notify the office at 804-358-3000 if you do not consent to this policy.

## Use of recording devices

Use of any device's (including a cell phone's) recording capabilities, including voice recording, still cameras and video cameras in locker rooms, changing areas, or restrooms at any of our facilities is prohibited.

## Web Site Security

Rest assured, your security and privacy are important to us. We take great care in protecting your information by using SHA-2 and 2048-bit encryption - the strongest on the market - to ensure your privacy and security in all transactions with our company.

The Richmond Volleyball Club does not store credit card information on our servers.

## Inclement Weather Policy

In the event of inclement weather, each individual must make the decision whether or not to attend his or her game, match or tournament. Your safety is important to us and your circumstances (such as where you live) may dictate your ability to come to RVC regardless of whether or not we are open.

Typically, we will make every effort to open for tournaments and other special events especially when out of town players may be participating. We will close if we feel conditions are unsafe for the majority of participants.

The assumption should be made that we will be open unless an announcement that we are closed is made. We will make every effort to make a decision/ announcement no later than **two hours before the start of the event** (league play, tournament, etc.). So, for Adult League which begins at 6:00 p.m., a decision to close will be made by 4:00 p.m; a juniors' practice which begins at 2:00 p.m. will know by noon, etc.

RVC does not reschedule matches which are cancelled due to reasons beyond the club's control, such as inclement weather, power outages, etc. With this in mind, RVC management will wait as long as possible to determine whether the conditions warrant closing the facilities.

**Once a decision has been made to close, information will be posted on: RVC website when possible, RVC's Facebook page, Twitter (@RVC\_NET), and Instagram.**

Due to the number of persons involved, notification will NOT be given to individual teams or members.

## Phone Numbers, Notes, etc.

Richmond Volleyball Club Office .....	358-3000
Richmond Volleyball Club FAX .....	358-1018
RVC Web Site .....	<a href="http://www.rvc.net">www.rvc.net</a>
RVC email (office) .....	rvc@rvc.net