



# Halton Hills Minor Hockey

## Refund Policy

Effective September 2021

### Purpose:

To establish a process for refunding players their hockey fees upon request.

A lot of factors will come into play regarding refunds.

HMMH pays hockey insurance for all members, we have administration fees, uniform costs, league fees and ice costs, etc. Most of these fees are paid upfront which means we won't have these expenses returned to us and therefore we won't be able to return those funds to you.

We recognize that there are circumstances when a refund will be requested. These requests must be made through the HMMH website. Parents are directed to the following link:

[REFUND REQUEST FORM](#)

Refund requests are approved by the VP of Administration.

### Policy Guidelines:

#### Registration Fee Refunds

The following are guidelines for refunds that are accepted and what amount or percentage would be returned:

Withdrawal from program requested two weeks prior to the start of the season (Rep or HL)	Registration fees less administration fee of \$25
Voluntary withdrawal - Once rostered and have been on ice – REP or HL	No refund of registration fee will be given REP – team will reconcile the balance to be refunded based on participation up to withdrawal date (please see below guidelines for REP fee refunds).

<p>Request for registration fee refunds made prior to December 15<sup>th</sup>, due to illness or injury, that results in a player missing the entirety of the remainder of the season will be determined by the Board, VP of Administration in conjunction with the appropriate VP and Parent Liaison. All such refund requests will require a doctor's note, provided and paid for by the family that states the player cannot participate in organized hockey for the remainder of the season.</p>	<p>The Board will review on a case by case basis and may approve a prorated credit less the administration fee and insurance fee, to be applied to the player's account for the following season. A refund will not be provided.</p>
<p>Refund of registration fees if entire season is cancelled prior to the start of program</p>	<p>If it is deemed by HHMH, Town of Halton Hills, Halton Public Health, OMHA, OHF or Hockey Canada, that it is unsafe to proceed, and our entire season is cancelled, all registration fees will be refunded within 60 days with the exception of the administration fee of \$25 and uniform (jersey/sock) costs if applicable.</p>
<p><b>**September 22, 2021 – New Vaccine Certification Program Provincial</b></p> <p><b>**OMHA mandate for everyone to be vaccinated by October 31, 2021</b></p>	<p>As per Provincial guidelines, all participants must be double vaccinated as of September 22<sup>nd</sup>. There are exceptions such as children under 12 and people with medical exemptions. As ice, try out jerseys and league fees have been paid to run try outs at this time, try out fees will not be refunded for any refund requests made after September 7<sup>th</sup>. Registration fees will be refunded less the administration fee of \$25 and other applicable costs (such as development session attended)</p> <p>As of September 21<sup>st</sup>, refunds requested by choice will be refunded registration only 100% less \$75 cancellation fee.</p>

No registration fee refunds will be given due to suspensions or any other contravention of the association's code of conduct that results in the player being barred from playing by the association, the OMHA, the OHF and/or the referee's association regardless of the date of the request.

If there is a false completion screening due to protocol, there is no refund.

## REP Refunds

The following guidelines are also noted in the HHMH REP Team Finance Policy.

All refunds are handled by the team with the player. If there is assistance needed with logistics between teams or the amount to be refunded, please connect with the VP of Rep or VP of Administration.

When there are player changes to a team due to one of the following reasons;

1. Player is moved up to another team due to changes
2. Player does not continue with team due to injury
3. Player quits of his own decision

The following guidelines for the team apply;

1. If the change happens before November 15 – full refund less \$25 administration fee and \$45 insurance fee
2. If change happens before November 15 – prorated based on team activity to date and 10% administration fee
3. If player injury is reason for leaving, prorated based on medical reason and team activity completed to date.

Player's sponsorship to original team of season before change;

1. If the change happens before December 15 – sponsorship moves with player
2. If change happens after December 15 – sponsorship stays with original team of season before change.

Coaches can replace the player with the assistance of the VP of Rep. If the coach decides not to replace the player, the costs of the team are to be covered by the remaining members and/or additional fundraising initiatives.