

	Player Registration and Refund Policy	TBC
	Policy Section: Operations	
	Approved by: Board of Directors	Approved: Revised

Player Registration and Refund Policy:

We understand that circumstances may arise where participants want or need to cancel their registration. Our player registration and refund policy is designed to be fair to all parties involved while also ensuring the smooth operation of our programs.

Registration and Rates:

Registration for the upcoming hockey season opens on July 1st. General rates for the hockey season are as follows:

- At the discretion of the Board, an Early Bird Registration Fee may be offered.
- Regular Registration Fee will be in effect from the 1st of July until the 15th of August (the closing date).
- Late Registration Fee (an additional \$50) will be in effect for any registrations after the closing date.
- All players must be paid in full at the time of registering.
 - Exception to this policy would apply to players accessing external subsidies, at which time they would coordinate with CMHA office.

Requests for Refunds:

Refund requests must be submitted in writing via email to the office. We do not accept refund requests made over the phone.

Non-Refundable Fees:

GMHS, U8 and U9

- A refund minus a 10% admin fee (based on the registration fee the player paid) will be issued if the refund is requested before, or on, October 31st.
- If the refund is requested between November 1st and November 30th, a 20% admin fee will be applied (based on registration fee the player played) due to mandatory fees that CMHA has paid to HC, OHF and Alliance Hockey.
- No refund will be issued on, or after, December 1st.

U10-U16

- A refund minus a 10% admin fee (based on the registration fee the player paid) will be issued if the refund is requested before, or on, September 30th.



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- No refund will be issued on, or after, November 1st.

U18

- All players registered for U18 fall tryouts will not be charged an admin fee if a refund request is submitted prior to, or on, September 30th.
- A refund minus a 10% admin fee (based on the registration fee the player paid) will be issued if the refund is requested before, or on, October 31st.
- If the refund is requested between November 1st and November 30th, a 20% admin fee will be applied (based on registration fee the player played) due to mandatory fees that CMHA has paid to HC, OHF and Alliance Hockey.
- No refund will be issued on, or after, December 1st.

Extenuating circumstances

- Any request made after a 'no refund' date will be evaluated on a case-by-case basis.

Processing Time:

Refunds will be processed within 3 business days of receiving the written request. Please note that the refund may take additional time to reflect in your account depending on your financial institution.