



# NDMHA Refund Procedure

## 2020-2021 Season

---

Approved November 4, 2020

The following is a description of how ND Hockey will consider and process refunds for this season exclusively.

Based on the tenuous nature of this season, ND Hockey has created a payment plan for the season. The first payment is now due and is non-refundable. This payment is to cover the first quarter of the season and start up costs, including uniforms, insurance and rostering with OMHA/OWHA. For some Tiers hockey has been running for 5 and 6 weeks with multiple skates, ND Hockey has been covering the costs and requires registration fees to be paid to recover these expenses.

As we go forward with our season, ND hockey is aware things may change quickly. In the event of a complete shut down we will pro-rate any fees paid relative to a member's payment plan. If the member paid in full, they would receive a refund pro-rated to the point in the season the shut down occurs based on the number of weeks we project to play for the full season. If it is a payment installment, the pro-rated portion is only in relation to the amount paid to that point, and to the point the season was shut down.

ND hockey has developed a contingency plan in the event we are moved back to a provincial stage 2. This plan will have us continue our programming with fewer players accessing the ice, these situations if they occur will hopefully be short term and temporary.

For any other refund requests please fill out the request form on the website. The reason for the request must be completed or the request will not be processed. The association is only approving requests on a case by case basis and will review all requests. Additional information regarding the request may be asked for and required for the approval to move ahead.

Refunds if approved will only be for the amount related to the point the refund was approved and pro-rated to the point in the season it was approved and against the amount paid to that date.