



**APPROVED- December 1, 2017**

## **Refund Policy**

### **1.0 Purpose**

This policy documents the framework for families interested in terminating a player or players registration with the North Durham Minor Hockey Association (NDMHA) in a given season and refund their registration fees from NDMHA.

### **2.0 Policy Statements**

2.1 A registration refund may be allowed for the following reason:

- A) A player is injured while participating in a game, practice or dryland training and will no longer be able to participate for the remainder of the season
- B) A player moves out of the NDMHA area
- C) A player moves to a higher level of hockey (i.e. AAA or Junior)
- D) Or at the discretion of the Board

2.2 All refunds must be submitted through the online form to the NDMHA Board of Directors

2.3 Refund will take four (4) to six (6) weeks from acknowledged receipt of request for processing and administration

2.4 All refunds are subject to a \$50.00 administration fee.

2.5 Rep and Select Registration fees are \$175 of the total collected. Refunds will not include the cost of the apparel ordered (\$530 for Rep and \$210 for Select) or the funds transferred to the team account (\$300)

2.6 Refunds will be granted from the earlier of:

- A) The date that the on line form was received by the association, or
- B) The date that a player's injury or medical condition prohibits a player from playing.

2.7 Refunds for Representative and Rostered Select Players will be administered as per the schedule set out below:

- C) Before September 1st – full refund less administration fee
- D) Before October 1st for Major Midget and Midget AE players – full refund less administration fee
- E) Before October 1st for all other age divisions – 80% of registration fee less administration fee
- F) Before November 1st – 60% of registration fee less administration fee
- G) Before December 1st – 40% of registration fee less administration fee

2.8 Refunds for House League Players will be administered as per the schedule set out below:



- A) Before September 1st – full refund less administration fee
- B) Before November 1st – 80% of registration fee less administration fee
- C) Before December 1st – 60% of registration fee less administration fee

2.9 All refunds will be processed monthly by cheque and mailed to the player address provided on the refund requisition form

### **3.0 Non-compliance Implications**

Failure to comply with this policy could:

- Forfeiture of full registration fees
- Result in the exclusion of an otherwise eligible person from receiving their registration fees
- Costs owing and not paid will be reported to OMHA as a player in bad standing
- Lead to sanctions by the OMHA against NDMHA; and
- Damage the reputation of NDMHA and its officers

### **4.0 Questions About This Policy**

If anyone has questions about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to Finance Director.

**APPROVED BY THE NORTH DURHAM MINOR HOCKEY ASSOCIATION BOARD OF DIRECTORS**