



# SMHA Player Withdrawal & Refund Policy

Updated May 24, 2019

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From time to time players will withdraw from Springbank Minor Hockey Association (SMHA) for a number of reasons. SMHA recognizes this will happen and have taken the time to formalize this policy.

## **Withdrawal Process**

The Age Group Coordinator and the Operation Administrator must be notified in writing (including by email) of any request to withdraw a player's registration. Once this notification is received, SMHA will notify Hockey Calgary and the registration will be canceled. Once this occurs the player withdrawing is not permitted to participate in any SMHA ice times. The Operation Administrator will notify the requesting party once the withdrawal process has been completed with Hockey Calgary.

The SMHA Treasurer will issue a refund cheque, if applicable, based on the following refund policy:

## **Refund Policy**

Full refund of the registration fee (including any late fees) less a \$75 administration fee will be issued for any player that withdraws prior to the first evaluation for that player's division.

Once evaluations for that player's division have begun SMHA will have the following fees charged for player withdrawals:

- Withdrawals during such evaluations: 25% withdrawal fee will be charged on the registration fee (including any late fees) plus the \$75 administration fee;
- Withdrawals anytime after such evaluations are completed up to final roster submission to Hockey Calgary: 40% withdrawal fee will be charged on the registration fee (including any late fees) plus the \$75 administration fee; and
- Withdrawals anytime after final roster submission to Hockey Calgary: 100% non refundable.

SMHA reserves the right to review and issue refunds based on player withdrawal requests for health related circumstances, relocations, etc. The amount of the refund, if any, issued in such circumstance will be at the discretion of the Board.

All players successful in making a Northwest Calgary Athletic Association (NWCAA) roster (excluding affiliate players) will receive a full refund of their SMHA registration fees, to the extent paid at registration, but excluding any late fees paid.

No refunds will be issued for conditioning or checking camps, except where the player has withdrawn from SMHA prior to the start of such camp.

All refunds will be made by cheque to the person who paid the original registration. SMHA will not issue any refunds via e-transfer or directly to the credit card used in the registration process.