



# SMHA Player Withdrawal & Refund Policy

Updated May 28, 2018

---

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 SMHA Registrar must be notified in writing or via email of the request to withdraw the registration. Once this notification is received SMHA will notify Hockey Calgary and the registration will be cancelled. Once this occurs the individual(s) withdrawing is not permitted to participate in any SMHA ice times. The SMHA Registrar will notify the requesting party once the withdrawal process has been completed with Hockey Calgary.

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

## **Refund Policy**

Full refund less a \$75 administration fee will be issued for any player that chooses to withdraw prior to the first evaluation.

Once evaluations have begun SMHA will have the following fees charged for player withdrawals:

- Withdrawals during evaluations: 15% withdrawal fee will be charged on top of the \$75 administration fee;
- Withdrawals anytime after evaluations are completed up to final roster submission to Hockey Calgary: 30% withdrawal fee will be charged on top of 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 individual withdrawal requests for health related circumstances, relocations etc. Refunds will be prorated based on a seven month season (September – March) with no administration fee applied.

All players successful in making the Calgary Royals Athletic Association (CRAA) or the Northwest Calgary Athletic Association (NWCAA) will receive a 100% refund.

All refunds are made by cheque, not reimbursed to the credit card used in the registration process.