



## Springbank Minor Hockey Refund Policy

Updated 07/28/2020

### Withdrawal and Refund Policy – Mainstream Community U7 to U18

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 cancelled. Once this occurs the player withdrawing is not permitted to participate in any SMHA ice times.

As and when applicable, a refund will be processed through the online registration system to the credit card used in the registration process or, where the circumstance requires, the SMHA Treasurer will issue a refund cheque to the person who completed the registration online, in each case, based on the following refund policy.

#### COVID 19 2020/21 Season ONLY

Springbank Minor Hockey Association understands that this coming season and prep camps may have many uncertainties due to the potential impacts of Covid-19 and SMHA is sympathetic to how this may affect our members and is prepared to adapt our policies for this year to address these circumstances as they arise. As for the refund policy, should the government and health officials determine that hockey must be cancelled/suspended/etc., SMHA is prepared to determine some sort of partial refund of members registration fees. However, as you can probably appreciate, many factors would need to be taken into account in the determination of such an amount and so until the situation occurs, it is impossible for SMHA to say exactly how this will work. But rest assured, we will be working hard to refund as much as we can to our members

#### Refund Policy

A full refund of the registration fee paid (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.

*\*\*For the 2020-2021 season ONLY, SMHA will waive the administration fee on such withdrawals where such player was registered prior to **Aug 16<sup>th</sup>, 2020.***

Once evaluations for that player's division have begun SMHA will charge the following fees 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.



## Springbank Minor Hockey Refund Policy

Updated 07/28/2020

- 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 circumstances will be at the discretion of the Board.

No refunds will be issued for conditioning or checking camps, except where the player has withdrawn from SMHA prior to the day on which such camp begins for the particular division.

### Northwest Calgary Athletic Association (NWCAA) tryouts

Players who are trying out for the Elite Stream (Quadrant/NWCAA) are required to register with SMHA (Community League) as well. As these age groups *may be* subject to a registration cap due to the player/goalie spots available per team, it is advisable to have the player's spot held for them with SMHA.

SMHA understands that those players trying out for the Elite Stream are required to pay upfront for such tryout and as such, will not collect your SMHA base registration fee until such player is released from the Elite Stream and returns to the Community League. In order to take advantage of such deferral of SMHA fees, follow the prompts in the registration system to apply for the Quadrant deferral.

Be sure to register prior to any fee increase as such an increase is **non-refundable** and therefore, you will be required to pay any increased fee amount in excess of the base registration fee when registering.

### **Withdrawal and Refund Policy – U21 (Junior C) ONLY:**

All registrants are required to tryout for a position on SMHA's U21 (Junior C) Team and make a \$50 refundable deposit at the time of registration (such deposit to be refunded upon release from SMHA).

For a player that is successful in making the SMHA U21 Team, any request to withdraw the player's registration after such time will require written notice (including by email) to the U21 Age Group Coordinator and the Operation Administrator and the registration will be cancelled. Once this occurs the player withdrawing is not permitted to participate in any SMHA ice times.



## Springbank Minor Hockey Refund Policy

Updated 07/28/2020

Once the registration is cancelled, a full refund of the U21 registration fee paid (including the deposit) will be issued in respect of the withdrawing U21 player. Such refunds will be processed through the online registration system to the credit card used in the registration process or, where the circumstance requires, the SMHA Treasurer will issue a refund cheque to the person who completed the registration online.

### **Withdrawal and Refund Policy – West Calgary House League (WCHL):**

Please find the WCHL withdrawal and refund policy posted on the SMHA website under “Registration” and titled “West Calgary House League Information”.