

## Policy 3. Refunds

Reviewed by: Tara Santagapita

### Current Policy

The executive and/or its designate will consider refunds on an individual basis upon receiving a written request through the "Request for a Refund" form by the player and the player's parent(s)/guardian(s) to withdraw from hockey through DMHA. Written requests for a refund must be sent to the DMHA Registrar, with a copy to the DMHA Treasurer.

If approved, refunds of registration fees may be given to registrants whose requests to withdraw their registrations are received by August 31 of the year of registration. If the payment of fees was made by credit card, refunds will be subject to a \$25.00 administration fee at any time. Refunds less an additional administration fee of \$100.00 may be given for requests received between September 1 and September 30. A refund of 50% may be given to registrants whose requests to withdraw their registration are received between October 1 and November 15. No refunds will be given after November 15. If approved, the request will be forwarded to the Treasurer for issuance of a refund. Refunds will only be issued to the person who paid the initial registration and related fees.

Exceptions may be granted at the discretion of the DMHA Executive in the event of, for example, major injury, serious illness, moving, etc. Each request will be reviewed and a decision rendered on a non-precedential individual basis.

Subject to the foregoing, refunds will include registration and representative (where applicable) fees, and the destruction or return of the volunteer bond cheque. Tryout fees are refundable only if the refund is requested before the player participates in a tryout or before the tryouts for his/her division are started,

### Updated Policy

The executive and/or its designate will consider refunds on an individual basis upon receiving a written request through the "Request for a Refund" form by the player and the player's parent(s)/guardian(s) to withdraw from hockey through DMHA. **Upon submission of the form on the DMHA website the request will be reviewed by the DMHA Registrar and Treasurer.**

**All refunds will be issued through the Hockey Canada Registration portal to the credit card that was used for the initial registration, less any administration fees as outlined below. Refunds may take up to two weeks to be processed.**

Refund requests received prior to August 31st of the year of registration will be subject to a \$25.00 administration fee.

Refunds less an administration fee of \$100.00 may be given for requests received between September 1st and September 30th.

A refund of 50% may be given to registrants whose requests to withdraw their registration are received between October 1st and November 15th.

No refunds will be given after November 15th.

Exceptions may be granted at the discretion of the DMHA Executive in the event of, for example, major injury, serious illness, moving, etc. Each request will be reviewed, and a decision rendered on a non-precedential individual basis.

Subject to the foregoing, refunds will include registration and

whichever comes first. Any fundraising fee paid is refundable before yellow tickets are issued. Thereafter, the fundraising fee is non-refundable and families may still sell or use the tickets issued. Late registration fees will not be refunded.

Approved refunds will not be issued until at least the end of the month after the month in which the written request for withdrawal and a refund was made and approved, and not until the original funds are received and have cleared the DMHA bank account. If the funds have been received and not deposited, then they will be returned and/or cheques destroyed.

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Any fundraising fee paid is refundable before yellow tickets are issued. Thereafter, the fundraising fee is non-refundable and families may still sell or use the tickets issued. Late registration fees will not be refunded.

Board and Membership Feedback: