

KMHA REFUND POLICY

The following rules shall govern requests for refunds regarding hockey registration fees:

All registration refund requests must be submitted in writing on or before December 31st to the Director of Registration, registration@kincardineminorhockey.ca or by mail to P.O. Box 174, Kincardine, ON, N2Z 2Y7. The refund request shall not be considered received if the Director of Registration has not acknowledged receipt by email, phone call or in person and given a date of receipt. Further, a refund request shall not be considered to be received until the following information is submitted in writing: Name of player, birth year of player/players division and/or team, current mailing address and reason the refund is being requested.

Where a refund is requested, KMHA may require that satisfactory evidence be provided substantiating the basis for the refund i.e. medical note/documentation, proof that a player is in a AAA team etc.

Refund requests received after December 31st shall not be considered.

KMHA reserves the right to withhold a portion of any refund as payment of any additional amounts owing (i.e. NSF fee, late penalty portion of fee, pro-rated volunteers hours \$, lost or damaged equipment costs, rep fees owing to a rep team etc).

Refund cheques shall not be processed and issued until after December 31st, regardless of when the request was received. Requests for an exception must be included in the written refund request sent to the Director of Registration. An early refund may be granted at the discretion of the KMHA Executive.

A player that is selected to play for an out of town higher calibre hockey team shall be entitled to a refund of their registration fee less any costs incurred by KMHA as a result of the player's registration.

A player that receives a long term suspension due to their conduct on or off the ice shall not be entitled to a refund of their registration fee for any reason.

A player that decides to withdraw from hockey on or before August 1st shall be entitled to a refund of their registration fee less \$100.

A player that decides to withdraw from hockey after August 1st and before skating (the start of the season, including any try outs or evaluation skates) shall be deemed to have exceptional circumstances and shall request a refund in writing accordingly. Any refund granted shall be at the discretion of the KMHA Executive.

A player that withdraws from hockey before skating (the start of the season, including any try outs or evaluation skates) for medical reasons or due to relocation away from Kincardine shall be entitled to a refund of their registration fee less any costs (e.g. insurance) incurred by KMHA as a result of the player's registration. KMHA may require a Doctor's medical note indicating that the player cannot play for the current season or satisfactory proof of the relocation.

After skating has started upon written application, a refund may be granted up to December 31st only under any of the following circumstances:

A first-time player who is not enjoying the experience.

A player who is forced to quit because of serious injury or illness

A player who relocates and moves to a new hockey centre.

The amount of any refund shall be based on the formula below:

The refund shall be based on a 26 weeks season (1 st October to end March).
Registration fee divided by 26 = \$ cost per week.
Cost per week multiplied by the number of weeks played = \$ amount to be deducted from the Registration fee.
In addition, deduct the annual OMHA Insurance fee.

For refunds requested after skating has started (including try outs and evaluation skates) the annual OMHA insurance fee is non-refundable under any circumstances.

A player that has registered after June shall also deduct the "late fee" from the refund already calculated using the formula above. The late penalty portion of the registration fee is non-refundable.

If a player has skated in rep try outs and/or evaluation skates (before October 1st) and subsequently does not continue to play hockey, an ice-time charge of \$10 per hour will also be deducted from any refund already calculated.

KMHA reserves the right to make an assessment as to the number of volunteer hours owed at the time the refund request is made and the prorated amount may be deducted from any refund.

Refunds shall not be given for games missed during the season due to short term injury.

A player that withdraws from hockey after skating has started; whose circumstances do not fall into any of the above categories shall be deemed to have exceptional circumstances and shall submit a refund request in writing accordingly. A refund request for any other reason whatsoever (i.e. may not involve the player withdrawing from hockey) shall also be deemed to be exceptional circumstances. Refund requests for exceptional circumstances shall be dealt with on a case by case basis. Any refund granted shall be at the discretion of the KMHA Executive.

Any items on loan from KMHA must be returned to receive any refund.

The KMHA Executive (a quorum of members) must approve the refund application. Any refund shall be paid by cheque together with an explanation of the amount of the refund.

Any determination by KMHA regarding a player's eligibility for or the calculation of a refund is final.

NSF cheques returned by a financial institution will be subject to a fee only if KMHA incurs any costs associated with the returned payment. KMHA will pass on any NSF charges to the member. If this occurs the member must replace the NSF cheque amount and any additional charges by cash or cash equivalent (money order, certified cheque) within two weeks. If there is more than one occurrence of a NSF cheque being returned to KMHA, then all overdue fees for the season must be paid by cash or cash equivalent only.