



## Milton Minor Hockey Association – Refund Policy Effective 2024-25 Season

### Our Mission

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To bring to the community of Milton a quality hockey experience that positively impacts the lives of the participants and especially serves to deliver outstanding value to the children, parents/guardians, families and the community of Milton.

**Purpose: To establish a process for refunding players their hockey fees.** At times, due to many different circumstances, a player may request a refund.

We recognize that for the season, hockey programs may be modified through the season.

All refunds must be requested through the MMHA website. Parents are to be directed to the program info tab our homepage: [www.miltonwinterhawks.com](http://www.miltonwinterhawks.com)

### Policy:

#### **Refund of Registration Fees if you withdraw by choice before August 15th**

If a player chooses to withdraw by choice prior to August 15th all registration fees (with the exception of Tryout fees) will be refunded within 30 days, with the exception of a nonrefundable \$25 fee that will include:

Credit card processing fee

#### **Refund of Registration Fees if entire season is cancelled prior to the start of programming:**

If it is deemed by the MMHA or any of our partners (Town of Milton, Halton Public Health, Ontario Minor Hockey Ass'n., Ontario Hockey Federation or Hockey Canada) that it is unsafe to proceed, and our entire season is cancelled, all registration fees will be refunded within 30 days with the exception of a nonrefundable fee of \$25 that will include:

Credit card processing fee

### **Refund of Registration Fees if the season is reduced or modified:**

If the playing season is reduced, either by starting late or ending early, or modified to include a lesser amount of ice than what was included in the original registration fee, a prorated amount of each participant's registration fees will be refunded within 60 days, with the exception of a nonrefundable fee of \$25 that will include:

Credit Card Processing Fee

### **Refund of Registration Fees if a parent requests:**

Refunds requested by October 21, 2024 will be refunded at 100%, less a \$80 cancellation fee. After this time, no refunds will be given.

### **Refund of Tryout Fees:**

If a player attends any scheduled clinic (goalie, skills, body checking etc.) or scheduled tryout, tryout fees paid are not refundable.

Otherwise, if a player did not attend any clinic or tryout, tryout fees will be refunded within 30 days, with the exception of a nonrefundable fee of \$25 that will include:

Credit Card Processing Fee

Refunds will be approved by the Treasurer. Once jerseys, socks and any outstanding borrowed equipment is returned, the designated office admin staff will process the refund.

No refund will be given due to suspensions or any other contravention of the association's code of conduct that results in the player being barred from playing by the association, the OMHA, the OHF and/or the referee's association regardless of the date of the request.

Request for refunds made prior to December 1<sup>st</sup>, due to illness or injury, that results in a player missing the entirety of the remainder of the season will be determined by the Board Treasurer in conjunction with the appropriate VP and Parent Liaison. All such refund requests will require a doctor's note, provided and paid for by the family that states the player cannot participate in organized hockey for the remainder the season. The Board will review on a case-by-case basis and may approve a prorated **credit** less the \$80 cancellation fee, to be applied to the player's account for the following season. **A refund will not be provided.**