



## Milton Minor Hockey Association – Refund Policy Effective 2020-21 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 2020-21 season, hockey programs may be modified through the season.

All refunds must be requested through the MMHA website. Parents are to be directed to:

[www.miltonwinterhawks.com/Parent's Corner tab/Forms/Registration refund request form](http://www.miltonwinterhawks.com/Parent's%20Corner/tab/Forms/Registration%20refund%20request%20form)

### Policy:

#### **Refund of Registration Fees if you withdrawl by choice before September 21<sup>st</sup>**

If a player chooses to withdraw by choice prior to September 21<sup>st</sup>, all registration fees will be refunded within 30 days with the exception of a nonrefundable \$20 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 \$20 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 30 days, with the exception of a nonrefundable fee of \$20 that will include:



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Credit card processing fee

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

Refunds requested within two weeks of the start of the season will be refunded at 100%, less a \$75 cancellation fee. After this time, no refund will be given.

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 \$75 cancellation fee, to be applied to the player's account for the following season. A refund will not be provided.