



## Milton Minor Hockey Association – Refund Policy Effective 2025-26 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 are subject to a \$25 Credit Card Processing Fee** and may be subject to additional non-refundable fees as noted below. 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 for Voluntary Withdrawal

##### Representative/MD/Advanced House League

Once Offer of Commitment is signed:

No refund of Registration Fees.

No release will be provided unless discussed with coaches and MMHA Board.

##### House League

Voluntary withdrawal prior to August 15<sup>th</sup> of the current season:

All Registration Fees (excluding Tryout fees) will be refunded within 30 days, less a non-refundable \$25 fee.

Voluntary withdrawal after August 15<sup>th</sup> but prior to October 20<sup>th</sup> of the current season:

All Registration Fees (excluding Tryout fees) will be refunded within 30 days, less a \$100 cancellation fee that will also include Hockey Canada insurance

After this time, no refunds will be given.

### **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 Association, 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 non-refundable fee of \$25.

### **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, less a non-refundable fee of \$25.

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

Tryout fees are non-refundable.

### **Sibling discount:**

Application for a third + sibling discount expires January 15<sup>th</sup> each season. Families are required to reach out to [info@miltonwinterhawks.com](mailto:info@miltonwinterhawks.com) to request the discount be refunded.

Refunds will be approved by the VP Finance. 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 VP Finance 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 \$100 cancellation fee, to be applied to the player's account for the following season. **A refund will not be provided.**