



## Milton Minor Hockey Association – Refund Policy Effective 2026-27 Season

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### Our Mission

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 registration fees for the 2026-27 season.** At times, due to many different circumstances, a player may request a refund. Furthermore, we recognize that hockey programs may be modified through the season resulting in the need for a refund.

**All season registration refunds are subject to a \$50 Administration 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/registration info tab on our homepage: [www.miltonwinterhawks.com](http://www.miltonwinterhawks.com)

### Policy:

#### Refund of Registration Fees for Voluntary Withdrawal

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

Once OMHA requirements for committing to a team have been fulfilled:

No refund of Registration Fees will be provided\*\*

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

\*\*Voluntary Withdrawal due to movement to AAA or Junior Hockey is exempt and will be subject to alternate consideration from the MMHA Board.

##### House League

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

All Registration Fees (excluding Evaluation fees) will be refunded within 30 days, less a non-refundable \$50 Administration 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 Evaluation fees) will be refunded within 30 days, less a \$100 cancellation fee, inclusive of the \$50 Administration Fee and Hockey Canada insurance.

After October 20<sup>th</sup> of the current season, no refunds will be provided for Voluntary Withdrawal.

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

MMHA reserves the right to modify or suspend any hockey season at any time due to circumstances beyond our control. This would include, but is not limited to:

- Directives from local, provincial, or federal governments or corresponding health authorities;
- An outbreak of a communicable disease within the Milton hockey community (players, families, arena staff, external service providers, etc.);
- Changes or directives mandated or issued by our governing hockey bodies;
- Ice facilities becoming unusable temporarily or permanently due to construction delays, COVID-19 or other health-related closures, fires, mechanical failure, labour disruption or weather-related events.

MMHA will make every effort to mitigate the impact of any of the circumstances above if they arise. If it is necessary to suspend, reduce, or change the season, we will endeavour to provide refunds to the **extent we are able**.

**If it is necessary to cancel the season prior to the start of programming**, we will provide a full refund (minus a non-refundable \$50 administration fee) within 30 days.

**If the playing season is reduced**, either by starting late, ending early, or modified to include a lesser amount of ice than what was included in the original registration fee, we **may** provide a pro-rated refund within 60 days based on the amount of hockey played (minus a non-refundable \$50 administration fee), **but it is not guaranteed** (for instance, if closure is for a period of 4 weeks or less a refund will not be provided).

This policy does not apply to players who have had their season end early due to suspensions or ineligibility as these players are not eligible for refunds.

### **Refund of Evaluation Fees:**

If a player is selected to and registers with a team at any level (within MMHA or any other hockey association), **a request for refund may be made** for all lower level evaluations previously

purchased provided the player has not attended any portion of the evaluations for which a refund is being requested. A refund in this circumstance is **not subject** to administration fees. **No Refund will be provided** in the case of injury, illness, registration with another hockey association at the same level or below or missed sessions, or any other reason not mentioned above.

\*\*Please see Evaluation Policy for further details.

### **Refund of Prep-Skates/Skills Sessions:**

A request for refund may be made by emailing [info@miltonwinterhawks.com](mailto:info@miltonwinterhawks.com) before April 1st. After this date, **no Refund will be provided**.

There will be no refund for partial attendance or missed sessions.

All refunds are subject to a \$10 administration fee.

### **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.

All refunds will be approved by the VP Finance. Once jerseys, socks and any outstanding borrowed equipment is returned, the designated office administration 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 Director (Rep or House League) and VP Risk Management. 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.**