



## 2024/2025 CMHA Refund Policy

### **Camps and Development Programs:**

1. Refund Process:
  - a. Requests for **refunds must be made in writing** via email to the following:
    - i. CMHA Office Administrator - info@chilliwackminorhockey.com
    - ii. Copy: Treasurer – treasurer@chilliwackminorhockey.com
  - b. Refunds must be requested a minimum of **2 weeks prior (14 days)** to the camp or program start date to receive a full refund.
  - c. Refunds requested less than two weeks before the camp and program start date will receive a full refund in CMHA credit that can be used towards future camps or programs or the full amount refunded back to player minus a \$50 administration fee.
  - d. Players will not be entitled to refunds for missed days of the camp or program.
  - e. Refunds will be made in original method of payment (Credit card, cheque (includes cash) or e-transfer)
  - f. Refunds do not include credit card processing fees if members choose to select the credit card payment option in Ramp.
  - g. **Refunds will to be processed within 30 days.**

### **Regular Season Registration: September to March**

1. Refund Request Process:
  - a. Requests for **refunds must be made in writing** via email to the following:
    - i. CMHA Office Administrator - info@chilliwackminorhockey.com
    - ii. Copy: CMHA Treasurer – treasurer@chilliwackminorhockey.com
  - b. The date that the request is made in writing is the date from which the refunds will be adjusted. Times actually on ice will not be considered.
  - c. **No refunds will be given after December 1st except due to injury.**
  - d. Refunds will be made in original method of payment (Credit card, cheque (includes cash) or e-transfer)
  - e. Refunds do not include credit card processing fees if members choose to select the credit card payment option in Ramp.
  - f. **Refunds will to be processed within 30 days.**
2. Refunded Registration Fee Calculations:
  - a. Players cancelling registration from the time of registration up until the day before Rep Tryouts will receive a full refund (including rep tryout fees).
  - b. Players will have up to 2 weeks starting at the return to hockey date (September) to cancel registration.
    - i. If notice is given within the 2-week period players will receive a full refund minus \$100.00 admin & insurance fee for stepping on the ice.
    - ii. If players do not step on the ice and notice is given within the two-week period than a full refund will be provided.
    - iii. If players cancel registration after the 2-week period they will have a \$100.00 admin & insurance fee deducted in addition to the prorated monthly amount (based on division) up to and including the month in which the request is made.

- iv. Fees will not be prorated to less than a full month.
      - v. Refunds do not include credit card processing fees if members choose to select the credit card payment option in Ramp.
    - c. Injuries:
      - i. No refunds will be given after December 1st except due to injury.
      - ii. Refunds due to injury after December 1st will be provided upon receipt of a letter from the doctor noting the date of injury. Registrations fees (not including credit card processing fees) will then be pro-rated less the \$100.00 registration and insurance fees, from the date of injury. Refunds are only given to players cancelling registration for the purpose of not returning to his or her team.
- 3. Season Cancelled:
  - a. Full player registration fees will be refunded if hockey is cancelled prior to players stepping on the ice,
  - b. Refunds do not include credit card processing fees if members choose to select the credit card payment option in Ramp.
  - c. An email will be sent out to membership and posted on the website if the hockey season is cancelled and state when refunds will commence.
- 4. Season Reduced: Late starts, early end.
  - a. Registration fees will be prorated.
  - b. Further information regarding dates will be provided by the Board of Directors once we receive direction from Hockey Canada and, or BC Hockey.
- 5. Season Modified:
  - a. Will be determined by the Board of Directors once we receive direction from Hockey Canada and, or BC Hockey.