

## SMHA Refund Policy

- 1) A Credit will be issued for season ending injury occurring during SMHA play. A doctor note must accompany the credit request in writing. This is based on less than one half (50%) the season played. If more than one half or (50%) is played no credit will be issued.
- 2) If Season ending injury occurs. The refund will be in the form of a credit note for the following season at SMHA. If the player will not be returning the credit will apply to any sibling(s) who play from SMHA.
- 3) Any credit will only be considered if the Player has 100% of his/her fees paid.
- 4) If a player has been granted a credit the player cannot return to another SMHA team, and must return to the team the player started with. No releases to other hockey organizations will be granted.
- 5) The \$50.00 Insurance fee will not be refunded.
- 6) The Cost Administration fee of 10% of the fee will not be refunded.
- 7) Any NOHA fees will not be refunded.
- 8) In the case where a player is injured while playing at SMHA. The amount will be pro-rated. Ex. Played 14 of 28 games equals half the fee back, less item(s) 5, 6 and 7.
- 9) No refunds for the withdrawing of a player to play other sports or pursue other interests.
- 10) Tyke and initiation will be dealt on a one on one basis with the SMHA convener for first time players.

## Sudbury Minor Hockey Association

# Refund/Credit Policy

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This policy document is designed as a guiding policy for all members of the association. Special circumstances may and will exist. Variations to this policy must be approved by the SMHA Board of Directors.

This policy covers all payments made to SMHA for ice hockey registration fees, regardless of the type or amount of payment made, or the method of payment, or the time the payment was made.

### Circumstances Regarding Refund/Credit

A Refund/Credit of part of the Individual Registration Fee shall be given by the SMHA Treasurer when:

1. A player through injury cannot complete the playing season (Doctor's Note Required)
2. A player's place of residence changes to a location outside of NOHA District 8
3. A player is released by the SMHA Board based on a case by case basis.
4. A Tyke/Initiation first time player receives approval from the Tyke/Initiation Convenor

Any player who voluntarily quits a team after registering for the hockey season for any reason (other than four items above) shall NOT be refunded/credited ANY part of their team's fees or SMHA registration fees.

### Submitting a Refund/Credit Request

The request for a refund/credit from the SMHA may only be made in writing to the SMHA office from a member in good standing.

1. Refund requests will not be accepted after November 30<sup>th</sup> of the year in which the player was initially registered.
2. Refunds will not be given for non-participation due to injury or illness, however caused, provided the SMHA has kept a roster spot open for the player in question.
3. Refunds due to relocation may be exempt from administration fees at the discretion of the SMHA Treasurer.
5. Exceptional circumstances will be considered by the SMHA Board of Directors if required.

### Calculation of Refund/Credit (Association)

The calculation of the refund/credit will be less the following:

1. **Administration fee** calculated as 10% of the Association Fees for the player in question.  
*Example: \$745 registration fee = \$74.50 Administration Fee.*
2. **Outstanding Association Fees.**
3. The amount of the season that has already taken place. **Pro ration** will be calculated based on the number of ice times expended from the point of receipt of request divided by the total number of ice times for the entire season.
4. **Annual insurance fees** that have already been paid to league, governing body and/or any other agency.

## **Calculation of Team Fee Refund**

The calculation of the refund will be less the following:

1. ***All fundraising revenue.***
2. ***Fees for equipment, apparel and tournament fees,*** if expended prior to the termination of play.

The Team Manager will calculate this refund and any disputes will be forwarded to the Convenor and then the SMHA Board, if necessary.

## **Payment of Refund/Credit**

The refund payment will be made payable to the person who can provide proof that they were the party responsible for the original payment. In the event of a split payment, from 2 different parties, the refund will be split accordingly. Onus of proof of payment will be the responsibility of the requesting party. A minimum of two weeks is required for administration of refund cheques.