

FREQUENTLY ASKED QUESTIONS

- **Why am I asked for my birth date when filling in my main contact information?**
This is strictly for security purposes. Your birth date is used during the password recovery process. It is treated as confidential information and cannot be viewed by any administrator.
- **I forgot my password. How do I find it?**
Click on the "Forgot your password" link located on the Registration page. You will be asked to complete a few simple questions to verify your identity. The password will be e-mailed to you.
- **How will I receive my password if my e-mail address has changed from last year?**
You will have a chance to edit your e-mail address during the Password Recovery process outlined above.
- **Is there a way of changing my password?**
Yes. You may edit your password by clicking on the "Change your Password" link located under "Other Options" on your main Family Profile. You may access your Family Profile by entering your existing e-mail address and Password after clicking the Registration button on our website.
- **I could not print my invoice/confirmation page. Is there a way of printing my invoice after I have already registered?**
Yes. If you log back into the Online Registration site, you will receive a listing of all of your Registrants and you will be given the option to view and print the receipts from there.
- **How will I know if my child has been accepted to play this year?**
You will be contacted by the Hawks Athletic Club when the registration has been processed.
- **When do I need to register my child for the next hockey season to be eligible for the early bird discount?**
Anytime before August 1st you can register your child on line for next year's hockey season to be eligible for the early bird discount and secure your current spot with the Hawks Athletic Club.
- **How much does it cost?**
For all registration costs, please see the Registration Fees information which can be accessed from the buttons on the left side of the website. After July 31st a late registration fee will be applied (an additional \$100.00).
- **Can I pay with cheques?**
Yes. Please submit your cheque with the receipt produced by the system to the Hawks Athletic Club.
- **Can I pay with cash?**
Not on-line.
- **Can I pay by credit card?**
Yes. The Hawks accept Visa or MasterCard. Please e-mail your Visa or M/C number, the expiry date and the amount to be charged to your card to lorrtoth@hotmail.com. Receipts will not be issued. Your credit card statement will reflect the charges.
- **Can I pay in instalments?**
By cheque - yes. By credit card - no. Fees may be paid in two equal instalments by cheque. Payment in full is always preferred, however, we will accept 50% dated immediately and the second 50% dated no later than July 31st, or if paying the late fee of an additional \$100.00, your second cheque should be dated no later than September 30th.
- **How do I know my registration is confirmed?**
When you submit your registration form on-line, you will receive an e-mail. This e-mail will be a copy of your invoice or payment confirmation. You can print this e-mail on your computer and keep it for your records.
- **When will I be contacted as to what team my child is on?**
Teams will be determined shortly after the final evaluation. You should be contacted within a week of evaluations being completed. If you have not been contacted by this date, contact your Category Director by e-mail.
- **When does the hockey season start?**
The season generally starts the beginning of October. Game schedules will be posted on the Hockey Edmonton website. Practice and game schedules will be communicated to you by your team's coach and/or manager.

- **Can I specify a certain coach or team that I want my child to play for?**
Hockey Edmonton requires that we tier players based on their skill level. You will only get a certain coach if your child is tiered to the same level that the person is coaching.
- **Can I request that my child play with his friend?**
You can request that your child play with other players but we cannot guarantee they will play together unless they are of a similar skill level because of Hockey Edmonton tiering policies.
- **What documentation do I need if I want to coach?**
Please complete the Coaching Application Form found on the Hawks' website. After your coaching application is accepted you will be advised of the coaching courses you will need to take.
- **I am moving to a new home. What address do I put on the form if we have not moved yet?**
Please use your new address when registering. Hockey Edmonton rules that residency is based on where you live as of September 1st of the calendar year. All new players will have to provide proof of residency. It is the member's responsibility to notify the Registrar at lrrtoth@hotmail.com in the event of a move or updated contact information.

For any other questions please e-mail the Registrar at lrrtoth@hotmail.com.