



2023/2024 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 \$75.00 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 \$80.00 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 \$80.00 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.