

Refund Policy

If you must withdraw from a camp, clinic, or program, etc. please contact Hockey Edmonton immediately via telephone (780-413-3498) or email (office@hockeyedmonton.ca).

Our office hours are 08:30 to 16:30 Monday to Friday. Individuals looking to cancel their registration should provide notice in a timely manner that allows wait list participants, if any, to be invited to replace a registrant that is cancelling.

Unless otherwise stated in the program information bulletin, refunds of fees paid will be processed as outlined below.

Prior to a program starting:

- A full refund less an administrative fee of \$30 will be issued if the cancellation request for a single or a multi-session camp, clinic, or program is received up to 48 hours prior to the first session (72 hours if the program is slated to run on a Monday that is a Statutory Holiday).
- Refunds for a single session camp, clinic, or program will not be issued for requests received less than 48 hours from the start (72 hours if the program is slated to run on a Monday that is a Statutory Holiday).

During a multi-session program:

- If a refund is deemed appropriate, it will be pro-rated to the amount of time the participant was in the program, and
- the administration fee of \$30 will apply.

Transfers:

- A \$30 fee shall be assessed with each request to transfer from one session to another

Online Programs:

- No refunds shall be issued for online programs offered by or through Hockey Edmonton.

Hockey Edmonton Cancellation:

- If Hockey Edmonton cancels an event, participants will get a full refund.