



## Vancouver Minor Hockey Association Refund Request Policy

Updated April 2024

### General Guidelines for Refund Requests

1. **Application Submission:** Parents are responsible for applying for refunds by submitting the [Refund Request Form](#).
2. **Determination of Refund Amounts:** All refund amounts are determined based on the date the Refund Request Form is received.
3. **Restrictions on Refunds:**
  - No refunds will be issued for any player currently serving a suspension from Vancouver Minor Hockey Association (VMHA), Pacific Coast Amateur Hockey Association (PCAHA), BC Hockey, or Hockey Canada.
  - Refunds will not be issued to players with outstanding debts to the Association.
4. **Processing Refunds:**
  - Refunds will be processed back to the original credit card used for registration when possible.
  - Please allow up to two (2) weeks for the processing of refunds.
5. **Participation:** Once a refund request is submitted, the player will be ineligible to participate for the remainder of the season.

### Schedule of Refunds

- **By August 15th:** Refund, minus a \$75 administration fee.
- **Before September 30th:** Refund of 75% of the registration fee.
- **Before October 31st:** Refund of 50% of the registration fee.
- **Before November 30th:** Refund of 25% of the registration fee.
- **After November 30th:** No refund will be given.

### Submission of Requests

Completed Refund Request Forms must be sent to the Registrar at [registrar@vmha.com](mailto:registrar@vmha.com).

This policy outlines the procedures and limitations for requesting refunds, ensuring clarity and fairness in the administration of refunds within the Vancouver Minor Hockey Association.