



## POLICY #2: REFUND POLICY

VERSION: 3

EFFECTIVE DATE: December 2024

### 1. Introduction

Members may request a refund should they no longer be able to participate in a program. The amount, if any, shall be determined by several factors.

### 2. Refund process and timing for winter season

It is the responsibility of the parent to apply for a refund by submitting the [Refund Request Form](#) to the Registrar at [registrar@vmha.com](mailto:registrar@vmha.com). All refund amounts will be determined based on the date the form is received.

The amount of refund will be determined as follows:

- a. Refunds requested by August 15th will be given a full refund minus a \$75 administration fee.
- b. Refunds requested before September 30th will be refunded 75% of the registration fees
- c. Refunds requested before October 31<sup>st</sup> will be refunded 50% of the registration fee.
- d. Refunds requested before November 30<sup>th</sup> will be refunded 25% of the registration fee.
- e. Refunds requested after November 30<sup>th</sup>, no refund will be given.

Refunds will be processed back to the credit card used to register when possible. Please allow up to two (2) weeks for processing of the refund.

Once a refund request has been submitted the player will not be able to participate in any Association programs for the remainder of the season.

### 3. Refund process and timing for camps and clinics

- 100% Refund: If the association cancels a clinic, you will receive a full refund of your registration fee.
- 50% Refund: If you cancel your registration 30 or more days before the clinic start date.
- 25% Refund: If you cancel your registration 14–29 days before the clinic start date.
- No Refund: If you cancel your registration 13 days or fewer before the clinic start date.

#### **4. Factors that may impact a refund being granted or amount of the refund**

- There will be no refunds for any player currently serving a suspension from Vancouver Minor Hockey Association (VMHA), Pacific Coast Amateur Hockey Association (PCAHA), BC Hockey or Hockey Canada.
- If a member has an outstanding amount owed to the Association, any refund will be provided less the amount owed.

#### **5. Version History**

Version 2 – August 2021

Version 3 – December 2024