



NORTH VANCOUVER MINOR HOCKEY ASSOCIATION WITHDRAWAL AND REFUND POLICY

BACKGROUND AND PURPOSE

North Vancouver Minor Hockey Association (NVMHA) is a community-based amateur youth ice hockey association committed to maintaining and building on its reputation of delivering safe, supportive hockey programs in North Vancouver.

From time to time, players will withdraw from NVMHA for any number of reasons. NVMHA recognizes this and has taken it into account while also making considerations for overall planning and financial aspects of running the Association.

1.0 GENERAL

The purpose of this Policy and related Procedures is to provide guidelines for administering player withdrawals and fee refunds while recognizing the accountability and financial responsibilities of the Association as a not-for-profit organization with a broad membership.

2.0 SCOPE

This Policy applies to all NVMHA programming, including but not limited to pre-tryout clinics, rep tryouts, and the Playing Season registration.

3.0 PLAYER WITHDRAWALS

Player withdrawal deadlines for the Playing Season will be determined by the Board annually, prior to the collection of fees for that Playing Season.

Member(s) who withdraw from the Playing Season are not permitted to participate in any further NVMHA activities or events as of the withdrawal date. This includes practices, games, and team functions.

Members who withdraw once teams are formed and budgets are approved will still be responsible for fixed cost team expenses up to the date of withdrawal.

4.0 REFUND OF FEES

The Confirmation Deposit amount, Administration Fee amounts, refund deadlines, and the proportion of fees refunded will be determined by the Board annually, prior to the collection of Registration Fees for the Playing Season.

If a player is expelled or suspended, no refund shall be granted.

5.0 COMMUNICATION OF INFORMATION

Player withdrawal deadlines and fee refund information will be published on the Association website and in other locations and manners as appropriate and helpful.



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6.0 RESPONSIBILITIES

- 6.1 Board is responsible for:
 - 6.1.1 approving this Policy;
 - 6.1.2 approving player withdrawal deadlines
 - 6.1.3 approving Administration Fee amounts
 - 6.1.4 approving the Confirmation Deposit amount, refund deadlines and the proportion of fees refunded; and
 - 6.1.5 reviewing and updating this policy from time to time
- 6.2 Registrar is responsible for:
 - 6.2.1 Posting player withdrawal and fee refund information, as applicable

7.0 DEFINITIONS & REFERENCES

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| NVMHA | refers to the North Vancouver Minor Hockey Association |
| Association | means an organization whose common purpose is to direct the management and administration of sport to the community |
| Board | means the NVMHA Board of Directors |
| Governing Bodies | refers to Pacific Coast Amateur Hockey Association (PCAHA) (District-Level), BC Hockey (Provincial-Level), Hockey Canada (National-Level) |
| League | means a specific group of Associations or teams as defined by geographical area or age who compete against each other |
| Division | means the age divisions of minor hockey where a team is established |
| Category | means a Division further divided into subdivisions (i.e., A and C categories) |
| Flight | means a sub-set of similar aged teams divided into smaller competitive playing groups |
| Conference | means a collection of minor hockey Associations within a geographical area as defined by the District-Level Governing Body, which are subdivided into smaller divisions with the best teams competing at successively higher levels |
| Managing Directors | means a designated person appointed by the District-Level Governing Body to supervise a specific League or Division |
| League Managers | means a designated person appointed by the District-Level Governing Body to supervise a specific group of teams within a League |
| Tournament | means a sanctioned competitive event organized outside of regular scheduled games in which teams participate |



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| Playing Season | means the annual season in which a team participates designated by the year of participation |
| Registration Fees | means fees for registration in NVMHA programming, including but not limited to pre-tryout clinics, rep tryouts, and the regular Playing Season |
| Confirmation Deposit | means the non-refundable, non-transferable payment made by the registrant for registration in the Playing Season |
| Administration Fee | means the fee charged by the Association to cover a portion of the administrative costs |

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|--------------------------|---|--------------------|-----------|
| Policy Sponsor | President | | |
| Policy Steward | Vice President | | |
| Authorized by | Board of Directors | | |
| Effective Date | June 2020 | Next Review | June 2023 |
| Related Documents | Online <i>Player Withdrawal and Refund Form</i> | | |



NORTH VANCOUVER MINOR HOCKEY ASSOCIATION PROCESSES ASSOCIATED WITH THE WITHDRAWAL AND REFUND POLICY

1.0 GENERAL

The processes associated with the Withdrawal and Refund Policy establish responsibilities for requesting player withdrawals and refunds and the approval of refunds.

2.0 REQUEST PROCESS: PLAYER WITHDRAWAL

Member(s) who intend to withdraw from the Association must complete and submit the *Player Withdrawal and Refund* form located on the NVMHA website. Refunds may not be granted for player withdrawal(s) that fall outside specified deadlines.

The NVMHA Registrar will notify the requesting party once the withdrawal process has been completed.

3.0 REQUEST PROCESS: REFUND

To request a refund for withdrawal from the Playing Season, rep tryouts, or pre-tryout clinics, members must complete and submit the *Player Withdrawal and Refund* form located on the NVMHA website.

| NVMHA Program | Deadline | Refund |
|---|-------------------|--|
| Skills Development | N/A | No refunds; request to reschedule may be accommodated by the Registrar |
| Pre-Tryout Clinics & Rep Tryouts | July 31 | Full refund less an Administration Fee |
| | After July 31 | No refunds |
| Playing Season | August 15 | Full refund less Confirmation Deposit |
| | October 1 | 66% refund less Confirmation Deposit |
| | November 15 | 33% refund less Confirmation Deposit |
| | After November 15 | No refunds |
| <i>Note: Refunds for withdrawals from the Playing Season due to extenuating circumstances (e.g. unforeseen health-related circumstances, relocation, etc.) may be considered upon submission of appropriate documentation to the NVMHA Registrar. All refunds for extenuating circumstances will be treated confidentially.</i> | | |

Notes:

- Confirmation Deposits for the Playing Season are non-refundable and will be applied to the total fees owing to the Association for that season. Should a player choose to withdraw from the Association, the confirmation deposit is forfeited and retained by the Association.
- Any refunds less than \$25.00 will not be issued

4.0 APPROVAL PROCESS: REFUND

All refunds requested for extenuating circumstances, including refunds requested after November 15, must be approved by the Treasurer.