

# REGISTRATION, FEES AND REFUNDS



## PURPOSE

The purpose of this policy is to outline the process used by Carstairs Minor Hockey Association around registration, determination of fees and processing refunds

## REGISTRATION

1. Registration Discount: A member will receive an early bird discount of \$75.00 if their registration is completed by the advertised early bird discount date
2. Fundraising Bond Cheque: A bond cheque dated for March of the hockey season will be made for 1st child at \$300.00 and \$100.00 for each additional child (2019/2020 hockey season). The amount of the bond will be determined annually by the board. All members are required to participate in fundraising activities laid out by board to be considered a member in good standing
3. COVID-19 Update: Due to limited opportunity for fundraising activity, the board has decided to cease collection fundraising bond cheques for the 2020/2021 season. Any cheques that have already been sent to the treasurer will be securely cross-shredded and destroyed.

## FEES

4. Member Fees will be set out annually by the board before April 1
5. All fees are to be paid in full by October 31 of the season year. Multiple payments are acceptable (and encouraged) leading up to that date
6. COVID-19 Update: The board has extended the fee payment to January 31, 2021 for the 2020/2021 season
7. Members may make a request in writing to the treasurer for an extended payment plan. Each request will be assessed on a case by case basis by the board

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## REFUNDS

8. All requests for refunds must be provided in writing to the President, Registrar and Treasurer (an emailed letter that is dated is also acceptable)
9. The latter of a) the date on which the written refund request is received by the registrar and treasurer or b) the last on-ice date for the player will be considered the date for a refund (exceptions may be granted by the CMHA board due to injuries)
10. No refunds after December 31 of the season year
11. Requests for refunds based on a league suspension or other disciplinary action will not be provided
12. All refund requests may be reviewed by the CMHA Board
13. Our credit card processing company (WePay) is currently (at the time of writing this policy) refunding credit card processing fees that were paid at the time of registration. They are able to review and change this policy at any time and CMHA is not liable for refunding credit card fees in the event that their policy changes.
14. The following tables will be used should the CMHA Board agree to refund money for all years other than the 2020/2021 season:

Final date (as defined in point 9 above)	Refund Amount
Up to September 30 <i>(covers conditioning and evaluation)</i>	100% of total registration fees paid
October 1- October 31	75% of total registration fees paid
November 1 - December 31	50% of total registration fees paid

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## REFUNDS (CONTINUED)

15. COVID-19 Update: the 2020/2021 year brings exceptional challenges to all of us. In order to help our families deal with the additional financial burden COVID brings, we are adopting a revised refund chart for this season only – this ensures we can provide refunds to help return unused money to families where we can while ensuring our costs are covered. The table below will be used for the 2020/2021 season.

During the season, Hockey Alberta and the leagues in which we play (CAHL and RMFHL) bill us for the number of players, coaches and the number of teams we have in CMHA – these charges cover their operating expenses, player insurance, and costs such as program improvement and technology fees. As a non-profit, these costs are built into your registration fees but if you are to cancel, we must pass these costs on to ensure we are being fiscally responsible. As an example, Hockey Alberta charge us \$45 and CAHL charge us \$9 per child with additional team fees following later in the season. In addition, we have ongoing monthly expenses, the biggest of which is ice time and then referee payroll when games are played.

The percentage refunds are designed to cover our repeated expenses while the \$54 is designed to cover the range of fees we are charged by Hockey Alberta, CAHL and the RMFHL. The table for refunds is as follows:

Final date (as defined in point 9 above)	Refund Amount
Up to October 31	100% of total registration fees paid
Nov 1 – Nov 30 inclusive	75% of registration fee refunded minus \$54
Dec 1 – Dec 31 inclusive	50% of registration fee refunded minus \$54
Jan 1 – Jan 31 inclusive	25% of registration fee refunded minus \$54
Feb 1 – Mar 31 inclusive	0% of registration fee refunded

Example 1: If you register for U9, got the early bird pricing of \$540 and request a refund on January 29 – you will receive \$81 (25% of \$540 is \$135, minus \$54). Any difference in fees paid and fees owed will be invoiced and payable immediately upon receipt.

Example 2: If you register for U11 Pathway, got the regular pricing of \$660 and request a refund on Dec 28 – you will receive \$276 (50% of \$660 is \$330, minus \$54). Any difference in fees paid and fees owed will be invoiced and payable immediately upon receipt.

Example 3: If you register for U7, got the early bird pricing and request a refund on Feb 6 – you will not receive a refund.

16. If the 2020/2021 season is cancelled by AHS, Hockey Canada and Hockey Alberta at any point due to the COVID-19 pandemic, the board will meet to discuss our outstanding expenses and liabilities for the year with a view to refunding families any unused portion of their registration fees.