Organization: Olds Minor Hockey Association (OMHA)

Policy Name: Player Refund Request Policy

Date of Policy Adoption: July 12, 2022

Date of Policy Amendments: August 19, 2024/August 26, 2025

Policy Purpose:

The purpose of the Association's Player Refund Request Policy is to recognize circumstances when players are unable to participate in or complete a hockey season. This policy determines eligibility, conditions, and entitlements for refunds for affected players.

Applicable Hockey Canada Regulation(s):	No	Yes
Applicable Hockey Alberta Regulation(s):	No	Yes
Applicable Olds Minor Hockey Association Bylaw(s):	No	Yes

This policy is authorized under Article 3.7.a (i)(vi) of the Olds Minor Hockey Association bylaws.

Olds Minor Hockey Association Policy:

Refund Eligibility and Rates:

Refunds will be prorated based on the full registration amount according to the following schedule and based on the date the player ceases participation:

- Prior to the Start of Conditioning Camp: 100% refund, less the non-refundable deposit.
- Prior to September 15: 75% refund, less the non-refundable deposit.

  - Prior to December 31: 50% refund, less the non-refundable deposit.
  - The non-refundable deposit for the upcoming season is $100.

- Players who secure a roster position for a higher ranked team outside of the Association will receive a full refund of all fees.
- Conditioning camp fees are fully refundable if the registrant withdraws before the conditioning program begins. No refunds will be issued if a player starts conditioning camp but does not complete it.
- In the event the Association cancels an event or program, registrants will receive a full refund.

Refund Limitations:

- A reasonable portion of all registration fees will be deemed a non-refundable deposit and will be clearly indicated at the time of registration. The amount of the non-refundable deposit is subject to change on an annual basis.
- Refunds will not be given, in whole or in part, when a player is subject to a disciplinary action outcome.

Refund Request Deadlines:

- Refund requests received after December 31 will only be considered for medical reasons, and only if the request is supported by a doctor’s note.

Refund Request Submission Requirements:

- All family units requesting a registration refund must complete and submit the “Player Refund Request Form”.

Extenuating Circumstances:

- The Board of Directors may, in its sole discretion, depart from the refund rates and deadlines prescribed by policy in extenuating circumstances that are not directly addressed through this policy such as, but not limited to:
    - The necessity of a Family Unit to remove a player due to unexpected life circumstances;
    - A player moves away from the designated Hockey Alberta recruitment zone; and
    - Other extenuating circumstances that do not otherwise, at the discretion of the board, compromise the interests of the Association.

Policy Review: This policy will be reviewed annually by the Olds Minor Hockey Association Board of Directors.

Policy Oversight:

The Registrar is primarily responsible for the implementation of this policy, although there are policy accountabilities for all Association affiliates.

Operational Appendix:

Player Refund Request Form

PLAYER REFUND REQUEST FORM: Please complete this form and ensure that the information provided matches the most recent registration documentation with Olds Minor Hockey Association. All requests must be submitted in writing. An electronic version of this document can be found on the Olds Minor Hockey website, or a printed version of this form may be emailed to: registrar@oldsminorhockey.com.

Family Unit Last Name:

_____

Parent/Guardian Full Name:

_____

Player Name (1):

_____

Player Name (2):

_____

Player Name (3):

_____

Type of Refund Requested (please check all that apply):

❏ Conditioning camp withdrawal

❏ Evaluations session withdrawal

❏ Complete family unit withdrawal from OMHA (all children/youth removed from program)

❏ Single child or youth withdrawal from OMHA (other children/youth will remain players)

❏ Medical requirement to withdraw

❏ Other (please provide details):

_____

Effective Date of Player Withdrawal from OMHA:

_____

Parent/Guardian Signature(signature must match that of the Parent/Guardian who registered the child/youth):

_____

Date:

_____

_____

FOR OFFICE USE ONLY:

Refund Meets Policy: Yes No Route to Board for Decision

Applicable Refund Percentage: _____

Refund Amount Given: _____

Date Refund Request Processed : _____

Refund Issued Via: Cheque or Electronic Transfer Refund Issued by: _____