

Hockey Registration Payment & Refund Policy

General Principles

- a) The Orangeville Minor Hockey (OMH) organization recognizes that unforeseen circumstances may arise requiring a player or parent to request a refund for hockey registration fees.
- b) This policy outlines the guidelines and procedures for processing refund requests in a fair and consistent manner.

Refund Eligibility

- a) Refunds will not be provided to players who are injured during participation in hockey activities. Injuries are inherent risks of sports participation and are not grounds for refund eligibility.
- b) Refunds will not be given to anyone that signs up for any development, prep skates or extra offerings from OMH, should they not be able to attend.
- c) Refund eligibility is contingent upon adherence to the timelines specified in this policy.

Payment Timeline (Base registration)

- a) For all House league players all payments MUST be made no later than November 1st, of the seasonal year, unless specific payment arrangements have been made in advance and approved.
- b) For all Rep players all payments must be made by August 31st as per the offered payment plan, if not paid in full upon registration prior to tryouts.
- c) Any payments that the installments have failed, and the credit card cannot be processed, will have 7 days to make alternate payment arrangements, or the payment will be subject to an administrative fee.

Refund Timelines

- a) Full refunds for House League, minus the cost of insurance and a \$50 administration fee, will be provided to players who decide to quit hockey before October 31st of the current season.
- b) If a House League player or parent notifies OMH on or before November 30 of the current season that they wish to quit, a 50% refund of the registration fee, minus insurance, and a \$50 administrative fee, will be processed.
- c) No refunds will be provided for House League after December 1st of the current season.
- d) Full refunds for Rep base registration, minus the cost of insurance and a \$50 administration fee, will be provided to players who decide to quit hockey before August 1st of the current season. If team fees have already been paid, any refunds will be subject to Coach, Manager & Rep Director discretion.

Refund Procedure

- a) To request a refund, the player or parent must submit a refund request form, available on the OMH website.
- b) Refunds, if approved, will be processed within 30 days.

Exceptions

- a) The OMH Board reserves the right to make exceptions to this policy in exceptional circumstances, at its sole discretion.
- b) Any exceptions granted by the OMH Board will be communicated to the player or parent in writing.

Communication

- a) OMH will communicate this refund policy to all members, as it will always be available for review on the website.

Amendments

- a) OMH reserves the right to amend this refund policy as necessary, with any changes communicated to members in advance.