



REFUND AND CANCELLATION POLICIES

UPDATED NOVEMBER 2ND 2020

Refund Policies

All Camp Fees are non-refundable

All refunds must be requested in writing, using the refund form found on the website. Email to hwi-registrar@hockeywestisland.org, mail or drop it off at 58 Maywood, Pointe-Claire, H9R 0A7 to the attention of HWI Registrar. All refunds are subject to a \$25 administration fee. If written notice is received before the start of the first regular season league game, then 15% of the basic registration is retained. Thereafter, 50% of the registration fee is retained. (This policy is OUTSIDE of any cancellation policy mentioned below.)

Medical Refunds. If a refund is requested due to medical reasons, a player is entitled to a refund of 25% of the registration fees until January 15. A doctor's letter is required within 7 calendar days of the incident. The player would then be considered, "inactive" and will be removed from the registration list (T112) by the Registrar. This status means that the player CANNOT play or practice. Playing an inactive member will result in the forfeiture of any and all games. Inactive player(s) participating will not be covered by any insurance, as they are not duly registered.

Cancellation policy in the event of a season cancellation.

Should a season need to be cancelled for any reason, registered families would be entitled to a pro-rated refund. This cancellation policy is outside of any refund request covered above. This policy is intended to ensure fairness and transparency for all registered families in the event that a season is cancelled due to any unforeseen or major disruptions (IE: Covid-19) Exact refunds would depend on specific circumstances and would be determined by guidelines set by Hockey Canada, Hockey Quebec, Hockey Lac St Louis or Hockey West Island (or any combination of the mentioned associations). Hockey West Island wishes to be proactive and transparent in all matters, including financial policies that affect our members and their families.

Thank you,
Hockey West Island

HWI - Pointe-Claire Office
Bob Birnie Arena
58, ave Maywood
Pointe-Claire, Québec, H9R 0A7

HWI - DORVAL Office
Centre Communautaire Sarto Desnoyers
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