



# REFUND AND CANCELLATION POLICIES

UPDATED OCTOBER 6<sup>TH</sup> 2021

## 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](mailto:hwi-registrar@hockeywestisland.org), mail to 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. No refunds will be issued for requests submitted after November 1, except for Pre-Novice, where December 1, is the deadline.

**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.

**According to HWI refund policy, we normally do not issue any cheques prior to December 1st.**

## 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