

# **BRENTWOOD COMMUNITY ASSOCIATION**

## **REFUND POLICY**

The following rules shall govern requests for refunds regarding hockey registration fees:

1. The BCA membership fee is non-refundable under any circumstances.
2. The volunteer pay-out portion of any registration fees is non-refundable.
3. Where a player decides not to play hockey after the commencement of evaluations but before participating in any evaluation skates, a full refund will be granted.
4. Where a player decides not to play hockey after participating in one or more evaluation skates, but before being placed on a team, all but \$100.00 will be refunded.
5. Where a player decides not to play hockey after being placed on a team, there shall be no refund.
6. Where a player is unable to continue in the hockey program for any of the following reasons, a refund will be granted less \$100.00 for each month or part of month that the player participated in evaluations skates, practices or games:
  - a. the player has moved away from Calgary;
  - b. the player has been injured and will be unable to play the remainder of the season;
7. Where a player tries out for and makes an 'A', 'AA' or 'AAA' team, a full refund will be granted.
8. Where a refund is requested, the BCA may require that satisfactory evidence be provided substantiating the basis for the requested refund.
9. No request for a refund will be entertained where scheduled volunteer shifts have been missed prior to the date of the request for a refund.
10. The amount of any refund may be adjusted to take into account any volunteer shifts that will not be worked as a result of the player's departure.
11. Conditioning skates will be considered evaluation skates for the purposes of this policy.
12. Any determination by the BCA regarding a player's eligibility for refund or the calculation of the refund is final.