



Payment Policy

- A. Fees for all programs must be paid in full or involved in a payment plan. **Payment plan will add an additional 5% to the fee.**
- B. Any registered player who leaves Charlotte Metro Hockey Association without paying the entire program fee (unless granted a release) will be deemed as “not in good standing” with CMHA and USA Hockey
- C. Any member who does not satisfy an outstanding balance from any prior season will not be allowed to register for any Charlotte Metro Hockey Association program until the prior balance is paid in full or arrangements have been made.
- D. Extended payment plans due to financial hardship may be requested. Upon receipt of documentation supporting hardship circumstances, the CMHA Hockey Director will arrange and approve extended payment plans. Any default on extended payment plan will result in all outstanding fees due in full immediately.
- E. Members with payment delinquencies or failed charges that are not immediately satisfied will be subject to immediate suspension from all program activities until the delinquency matter is settled.
- F. In the event of a dishonored charge, members also authorize CMHA to charge their credit card used in the original registration for any amount dishonored PLUS a \$25 service charge for each dishonored payment as it occurs.
- G. Dishonored charges due to unforeseen circumstances with the cardholder account (i.e. stolen card, fraud concern cancellation, etc.) will be granted a single grace recharge without fee, provided that replacement payment information is received with 48 hours of failed charge.
- H. This authorization is to remain in full force and effect until CMHA has received written notification from the member of its termination in such time and in such manner to afford CMHA a reasonable opportunity to act on it. Cancellation of this authorization shall not terminate any of the member’s payment obligations pursuant to the current CMHA hockey program registration of their authorization to charge their credit card.
- I. Member agrees to pay all program fees according to the Card Issuer Agreement and these terms

CMHA Payment Plan

Additional 5% Added

Monthly payment plans vary depending on the age division.

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CMHA (Metro) Refund Policy

- A. Program fees are non-refundable and non-transferable from player to player or season to season. An exception to the non-refundable policy is a proration of unused fees for a season-ending injury (medical re-fund) prior to the season ending
- B. The CMHA Director will review requests for a medical refund. All refund requests must be made in writing to the CMHA Hockey Director and have physician documentation supporting suspension or termination of season. Refunds granted will be a pro-rated portion of the season for time missed.
- C. In no case will greater than 50% of any program fee be refunded.
- D. No refund request will be considered after December 31 for any reason.
- E. Program fees will not be refunded for any player who accepts a position on a team, and then opts for another organization/team thereafter. Releases will not be granted until member balances have been satisfied in full.
- F. The CMHA Hockey Director has the right to review requests for refunds.

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CMHA DISCIPLINARY POLICY

Statement of Policy and Intent

It is the policy of the Charlotte Metro Hockey Association (CMHA) that any individual participating in the activities of the Association, including, but not limited to, players, coaches, and parents exhibit the qualities of good sportsmanship and civil behavior and abide by the Code of Conduct of the Association.

It is the intent of the Association to provide a fair and impartial review procedure to determine whether members have been involved in misconduct while participating in activities sponsored by the Association, whether it is a USA Hockey, Carolinas Hockey League, or any other participating event. It is not the intent of this policy to constitute a complete and final list of infractions that may be deemed inappropriate by the CMHA. This policy will merely be used as a guideline. All infractions, regardless of severity, will be reviewed by the disciplinary committee on a case by case basis. An individual is participating in a sponsored activity if he or she is a spectator, a parent, a volunteer minor game official (time-keeper, scorekeeper, penalty box supervisor or other off-ice officials), a player or coach on an Association team or in attendance at any event sponsored by the Association.

When it is found that a member has violated the Code of Conduct, the Association will discipline the individual in accordance with the procedures and penalties set forth in this policy and guideline.

Order of handling issues

Player talks to coach

Parent Phone call

Parent player meeting

Organization meeting with directors

You do not jump straight to the organization for issues that can be handled between the parent/player and the coach.

If for some reason, the directors need to be involved, you will need to set up an appointment before 4:30pm during the week. During the hours of 4:30-10:30pm, the XIC Hockey department's focus is the development of players on-ice and off-ice.

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Charlotte Metro Hockey Association Discipline Committee

The Committee will consist of at least (3) reasonably disinterested and impartial persons.

Committee Duties

1. Review allegations of misconduct.
2. Determine if an individual has violated the Code of Conduct.
3. Issue penalties commensurate with the severity of the offense when determined that a violation has occurred.
4. The Committee will meet as necessary during the scheduled season to carry out its duties.
5. The Committee reserves the right to review all misconducts and game suspension penalties to determine if additional disciplinary action is warranted and to assure game suspensions are appropriately served and documented.

Penalties, Terms and Conditions

Verbal Warning - May result in Removal from the ice

Parents will be made aware (verbal and/or email) when the verbal warning is issued

Offenses include but are not limited to the following:

- repetitive tardiness to practice due to horseplay in the locker room
- horseplay or disruption on or off the ice
- failure to follow instruction during practice

Written Warnings

After (3) verbal warnings have been issued a written warning will be issued

Punishable by Suspension from 1 game/practice up to but not exceeding 8 games/practices

Offenses include but are not limited to the following:

- multiple "verbal warning" offenses
- bullying/hazing directed at teammates on or off the ice

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- blatant disrespect for the coaching staff

Committee Hearing

After (3) written warnings have been issued

Punishable by Suspension for 9+ games/practices to possible Termination from CMHA

Offenses include but are not limited to the following:

- purposely attempting to injure a player on or off the ice
- physical altercations with teammates or coaching staff on or off the ice
- sexual contact toward any player, coach or parent

(Note)

The Charlotte Metro Hockey Association reserves the right to enforce extreme situations on a case-by-case basis and expedite the progression of penalties, terms, and conditions outlined above.

Reporting Infractions

All members of the Charlotte Metro Hockey Association are encouraged to report any behavior issues promptly before they are allowed to escalate further. The following guidelines have been established for reporting incidents of misconduct:

1. Parents should report issues to Head Coaches
2. Assistant Coaches should report issues to Head Coaches
3. Head Coaches should report issues to Hockey Staff and Parents

(Note)

If circumstances deem that a parent/guardian has opposition to reporting infractions to a Head Coach, then that parent/guardian should then bring their concern directly to the Hockey Director.

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Notice of Disciplinary Meeting

1. All persons requested to attend a disciplinary meeting will be given forty-eight (48) hours advance notice of a scheduled hearing.
2. Notice of request to attend a disciplinary hearing will be arranged by the Charlotte Metro Hockey Association and may be communicated by telephone, letter, electronic or other suitable means.
3. Should a participant be unable to attend a scheduled hearing a written statement of fact may be submitted by the participant to the Discipline Committee prior to the hearing being held.
4. Minutes will be taken during a discipline hearing and retained for the remainder of the player's time with the Charlotte Metro Hockey Association.
5. Results of the Disciplinary Committee decision will be forwarded in writing to all parties involved within forty-eight (48) hours of the review.

24 Hour Rule

Coaches should not discuss a game, a game incident or a situation that occurred during the game that has provoked an adverse emotional response or created a hostile situation until at least 24 hours after the fact. A Member is not to approach a coach to discuss a game, a game incident or a situation that occurred during the game that has provoked an adverse emotional response or a hostile situation until at least 24 hours after the fact.

Note to 24 Hour Rule: Hockey is an emotional sport. The physical battles that players fight for control of the puck can spill on to the bench and stands and create strong reactions from coaches. This intense emotional aspect of hockey is one of the reasons it makes exciting entertainment.

For parents, it is important to separate game emotions from the best interests of their child's sports development. For this reason, the Charlotte Metro Hockey Association has adopted the "24 Hour Rule". The intent of the rule is to move an emotional and confrontational discussion away from the presence of the players and to allow the parties to "cool off", compose themselves and put the provoking incident or situation that occurred in the game in perspective before meeting to discuss it.

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