

# Santa Fe Capitals Youth Hockey Association Refund Policy

## INTRODUCTION

Santa Fe Hockey Association (SFHA) funds its operations from several sources of revenue with the primary source being Player Registration Fees. SFHA strives to keep these fees as low as possible to encourage broad participation in our programs without causing undue financial hardship to our Association Members. Our expenses for the season are based on our total registration numbers. In accordance with our mission and operating philosophy, the Board has adopted this Refund Policy.

## REGISTRATION FEES

Registration Fees are generally non-refundable with the following exceptions:

- 1) If a Player withdraws from the Association within thirty (30) days of the first scheduled practice, the Player may request a refund by submitting a written request to the Association Registrar. Refunds will be issued within thirty (30) days, less a \$100 handling and processing fee. Purchases of jerseys and socks are non-refundable.
- 2) If a Player is seriously injured or incapacitated during a sanctioned event (game or practice) and is unable to participate for the remainder of the season, a pro-rated refund may be issued. A request for refund must be submitted in writing to the Association Registrar and be accompanied by a medical release from the Player's physician. Pro-rated refunds will typically be issued with fifteen (15) days of receipt of the request. No handling fee will be assessed.
- 3) If an extenuating circumstance exists where a Player or Parent/Guardian feels that the Player can no longer participate in the Association, the Parent/Guardian may request a refund by submitting a written request that specifically details the reasons/ circumstances for the request to the Association Board of Directors. The written request must be submitted to [president@santafehockey.com](mailto:president@santafehockey.com). Depending on the circumstances surrounding the request, the Board will consider the request at its next regularly scheduled Board Meeting or at a special meeting convened to consider the request. The Board reserves the right, at its sole discretion, to decline the request or to approve a full or partial refund. The decision(s) of the Board are final. If a refund is approved by the Board, the refund will be processed within fifteen (15) days of the meeting.

## OTHER FEES


All other Board approved fees that may be assessed from time to time are non-refundable.

Approved by the Santa Fe Hockey Association

DATE:

12/04/2023

ATTESTED BY:

  
Denise Ip, Secretary