

**Policy #: 201414**  
**Section: Financial**  
**Subject: Refund Policy (Submitting a Refund Request)**

A. Purpose

To outline the proper and approved procedure for refund requests.

B. Scope

This policy incorporates all BMHA members and player families.

C. Mandate

- BMHA Constitution
- BMHA Policies and Procedures

D. Policy Statement

The request for a partial or full refund from the BMHA may only be made in writing to the BMHA office from a member in good standing.

1. Refund requests will not be accepted after December 1st of the year in which the player was initially registered.
2. Refunds will not be given for non-participation due to injury or illness, however caused, provided the BMHA has kept a roster spot open for the player in question.
3. Refunds must be endorsed by either, the House League Director or the Rep Director as well as the Director of Finance.
4. Refunds due to relocation may be exempt from administration and opt-out fundraiser fees at the discretion of the Director of Finance.
5. Exceptional circumstances will be considered by the Director of Finance and the Board of Directors.

**Calculation of Refund**

The calculation of the refund cheque will take into consideration:

1. \$50.00 administration fee.
2. Any outstanding association or team expenses.
3. The amount of the season that has already taken place. Pro ration will be calculated based on the number of ice times from the point of receipt of request.
4. Annual insurance fees that have already been paid to league, governing body or other agency.
5. No allowance shall be made for discounted fees due to late registration, for any reason.
6. All fundraiser items are non refundable and remain with the team. Exceptions to this will be at the discretion of the BMHA Executive.

**Payment of Refund**

The refund payment will be made payable to the person who can provide proof that they were the party responsible for the original payment. In the event of a split payment, from 2 different parties, the refund will be split accordingly. Onus of proof of payment will be the responsibility of the requesting party.

Two weeks is required for administration of refund cheques.