
Hockey Canada Member

Refund Policy Resource Guide

Re: COVID-19

June 16, 2020

Rationale

Why do we need a COVID-19 Refund Policy?

We know there is a chance many hockey programs may not proceed or be offered in a usual manner that we are accustomed to for the 2020-21 hockey season.

As we are unable to answer specific questions relating to exact start dates and what the 2020-21 hockey season will look like (conditioning camps, team selection, league play and tournament bookings) and many local associations are open for registration and collecting fees, it is important that there is a clear understanding by all involved, parents, the local associations and Members with regards to the collection of fees and refunds.

If associations are collecting registration fees, it is essential we offer parents confidence that for any 2020-21 hockey programs they register for, they will receive full value in the form of a structured hockey experience which may or may not include regular game and league play. All programs will have to meet the facility, local health authority, Provincial Member and Hockey Canada safety guidelines.

A refund policy should be an integral part of all registration and fee collection in these uncertain times. Managing the expectation from the outset will ease the concern of parents to register and prevent issues down the road if the programs are not offered, delayed, cancelled mid-way, or parents wish to withdraw for health and safety concerns should the COVID-19 landscape change after registration.

Refund Guidelines

This document is a resource guide including key elements and considerations to support Members and local associations in the development of a Refund Policy. As there are many differences from Member to Member and Association to Association on what fees are collected, it is essential that any policy is developed locally with Associations and Members working collaboratively.

Key Elements	Considerations
General Considerations	<ul style="list-style-type: none"> • Specify need and purpose for the policy • If there is an existing policy, clarify period the new policy is in effect (i.e. 2020-21 season) • Policy should not conflict with any existing Member or Provincial Sport Governing body policy if applicable • Considerations pursuant to collected fees in advance of season • May provide credit option for future programs vs. refund (family decision) • Protocols for possible refunds/credits for: <ul style="list-style-type: none"> ○ Season cancelled ○ Season reduced ○ Season modified • Parameters surrounding parental request for refunds • Identify Dispute Resolution process • Clarify process and timelines for issuing refund
Considerations for Collected Fees	<ul style="list-style-type: none"> • Amount of, if any, fees to be collected prior to determining length and structure of season • If fees should be held in trust until the season begins • Should MHA (or applicable organization) act as guarantor of collected fees • Protocols specific to collection of fees by teams (e.g. additional ice, tournaments, apparel, wind-up, etc.)
Season Cancelled	<ul style="list-style-type: none"> • Clearly states amount of refund/credit: <ul style="list-style-type: none"> ○ Should be full, less possible admin fees or goods received that cannot be returned (must be identified) • Outline how decision will be made and communicated to members • Refer to refund process and timeline
Season Reduced (starts late, ends early)	<ul style="list-style-type: none"> • Clearly states protocols for determination of refund/credit such as: <ul style="list-style-type: none"> ○ Season start/end date ○ Total number of ice times (games, practice, etc.) • Determine amount by reasonable method (e.g. % of season played) less possible admin fees or goods received that cannot be returned • Outline how decision will be made and communicated to members • Refer to refund process and timeline
Season Modified	<ul style="list-style-type: none"> • Clearly states protocols for determination of possible refund/credit if significant modifications to the season occur: <ul style="list-style-type: none"> ○ E.g.: # of ice times remains the same, but no games allowed • If not offering refunds/credits, may be dependant on ability to provide similar hockey experience to original expectations • Outline how decision will be made and communicated to members • Refer to refund process and timeline

<p>Parental Request for Refund <i>(player injured, quits, etc.)</i></p>	<ul style="list-style-type: none"> • Create basic timeline for refund requests and applicable amounts • Consider sliding refund scale both prior to and during season • Note any differences from standard refund requests to those related to COVID-19 (e.g. safety concerns, child sick, etc.) • Refer to refund process and timeline
<p>Refund Process and Timeline</p>	<ul style="list-style-type: none"> • Clearly identify steps within the refund process: <ul style="list-style-type: none"> ○ Who to contact ○ How refund is processed ○ Expected time for refund to be processed
<p>Dispute Resolution Process</p>	<ul style="list-style-type: none"> • Clearly identify process to resolve disputes or extenuating circumstances • Should be consistent with constitution and/or by laws • Outline decision making protocols and timelines
<p>Contact Information</p>	<ul style="list-style-type: none"> • Highlight where further information can be found (e.g. Q & A) • Identify main contact (email, phone #, etc.)