



Player Withdrawal and Refund Policy 2023-2024 Hockey Season

Situations will arise where families choose to or are required to withdraw from the Bow Valley Hockey Society (BVHS) for a variety of reasons. We understand this will happen and have taken the time to formalize our policy surrounding this.

Withdrawal Process (Community & House League)

The first step is to notify the Manager of Hockey Operations - mho@bvhs.ca and the BVHS registrar- registrar@bvhs.ca by e-mail of the desire to withdraw the registration. Once this notification is received, BVHS will notify Hockey Calgary and the registration will be cancelled. Effective immediately the member is no longer permitted to participate in any future BVHS ice times or activities, NO exceptions. The BVHS registrar will notify once the withdrawal process has been completed with Hockey Calgary. Once a player has withdrawn, they are not permitted to register again until the following season. This is known as the “waiting period”. If there are unique circumstances, BVHS may choose to waive this waiting period requirement depending on the time of year and direction from Hockey Calgary.

Refund Policy (Community & House League)

BVHS's structure for its refund policy is as follows:

- Any refund prior to the first evaluation for that specific age group will get a full refund minus a \$150.00 administration fee. Notice of withdrawal must be received 24 hours prior to their scheduled ice time.
- No refunds will be given once the age group has started evaluations. (Community)
- No refunds will be given once an age group has started balancing teams. (House League)

The only exception for refunds is due to injuries and/or transfers for work and those situations will be decided upon by the BVHS Executive and MHO.

Any player receiving a season-ending injury prior to February 1 will receive a pro-rated refund for the duration of hockey missed from the time of injury. A doctor's note stating the injury is season-ending must be provided for a pro-rated refund before February 1. Any player injured after February 1 will not be issued a pro-rated refund regardless if it's a season-ending injury. Players that are injured and miss any duration of time throughout the season but return to hockey in the same season will not be given a pro-rated refund for the time missed.

Society Volunteer hours must still be fulfilled.