



Clarington Girls Hockey Association (CGHA)
Refund Policy

Policy	CGHA-004
Effective Date	March 9, 2022
Board Approval	August 13, 2025
Updated	August 13 , 2025
Review	Annually

1. Purpose

This policy outlines the refund structure for players registered with the Clarington Girls Hockey Association (CGHA), including conditions under which refunds will or will not be granted, and the procedures required for withdrawal.

2. General Policy for House League Players

- All refund requests must be submitted in writing via email to the CGHA Executive through the Registrar at:
[✉ registrar@claringtonflames.ca](mailto:registrar@claringtonflames.ca)
 - An administrative fee of \$90 will be deducted from all refunds, unless otherwise stated.
 - No refunds will be granted after November 30 of the current playing season.
 - All jerseys and socks must be returned prior to any refund being issued.
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3. Refund Schedule for House League Players

Date of Withdrawal Request

Refund

Before October 1

Full refund, less \$90 administrative fee

October 1 – November 1

75% refund, less \$90 administrative fee

November 1 – November 30 50% refund, less \$90 administrative fee

After November 30 No refund will be issued

4. Waitlisted Players

Players who are waitlisted and not offered a position on a team will receive a full refund of any fees paid.

5. Competitive (Representative) Program

5.1 Team Commitment

Once a player is committed to a Competitive (Rep) team and a deposit has been paid:

- The player and coach are mutually committed for the duration of the season.
- No player releases will be granted unless under exceptional and approved circumstances.
- All fees paid whether it be to the team or association is non-refundable.

5.2 Tryout Passports

- Tryout Passport fees are non-refundable, under all circumstances.
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6. Player Withdrawal Procedure (House League & Representative)

To withdraw a player from either the House League or Representative program, a written request must be submitted via email to the CGHA Executive through the Registrar at:

 registrar@claringtonflames.ca

The request must include the following details:

- Player's full name
 - Team/division
 - Reason for withdrawal
 - Name and contact information of the person making the request
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6.1 House League Refunds

Refunds for House League players will be processed in accordance with the refund schedule outlined in Section 3 of this policy.

6.2 Representative (Rep) Players

As per CGHA policy:

- Once a player has committed to a Representative team, and the deposit has been paid, no refunds will be issued.
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6.3 Refunds Due to Injury or Illness both HL & Rep

If a refund is requested due to a medical reason (injury or illness), the following conditions apply:

- The refund request must be submitted within 30 days of the injury/illness date.
- A doctor's note may be required, confirming the player's inability to participate in hockey activities for the duration of the season. If the player can return throughout the season the player request will be denied.
- Please note that this may result in no refund being granted, depending on the nature of the situation and costs incurred.

Please Note:

A Refund Request is not a notice of withdrawal. A player must first notify the appropriate CGHA contacts (Registrar/Executive) of their intention to withdraw before submitting a refund request.

7. Season Cancellation

In the event the season is cancelled by local or provincial authorities and programming cannot be resumed, CGHA will:

- Calculate a pro-rated refund or credit based on actual expenses incurred to date.
- Refunds will be issued less administrative fees.

CGHA reserves the right to modify the refund amount depending on the financial obligations already fulfilled by the Association.

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House League Players

Refund Policy

Refunds requested before the season start are subject to a \$75 administrative fee.

A written request to withdraw a player must be made in writing by email to the CGHA Executive by way of the registrar.

- Before October 1 - Full refund of fees paid (less \$75 administrative fee)
- October 1 – November 1 - 75% of fees paid (less \$75 administration)
- November 1 - November 30 - 50% of fees paid (less \$75 administration)
- After November 30 - No refunds will be provided.
- All jerseys and socks must be returned before any refund will be issued.

Waitlisted Players

Waitlisted players who are not offered a position to play will be provided a full refund.

Player Withdrawal

A request to withdraw a player must be made via email to the CGHA Executive by way of the registrar.

For Competitive Players

Once a player has been rostered to a representative team, the coach and player are mutually committed for the year. Extenuating circumstances that result in a player leaving must abide by the following:

Player Releases

A player cannot be released from a team after the player has been rostered and the deposit paid.

Tryout Passports

No refunds will be issued.

Player Withdrawal

A request to withdraw a player must be made via email to the CGHA Executive by way of the registrar.

In the event, the season is canceled by local or provincial authorities and there is no possibility that programming can be resumed CGHA will determine credit/refund based on actual cost incurred to date and process accordingly, less administration and credit card fees.