

## **GCYHA Refund Policy**

All Greenwich Cardinals Youth Hockey Association (“GCYHA”) Participation Fees (includes any tryout, registration or tuition fees) are considered non-refundable. In exceptional circumstances, the GCYHA Board of Directors may, at its sole and absolute discretion, approve a full or partial refund. The GCYHA Board of Directors are under no obligation to approve a refund. All requests for refunds must be submitted in writing to the Treasurer of GCYHA (treasurer@gcyha.com) and must be approved by the GCYHA Board of Directors.

### GCYHA Injured Player Refund Policy

In the event a player incurs an injury that renders the player unable to play for the remainder of the player’s team’s season (a “season ending hockey injury”), the player may be eligible for a refund of the Participation fee. Refunds will be in the form of a credit to be applied to Participation fees. The credit can only be applied to the account of the injured player. The amount of the refund for which the player may be eligible will be based on the date the player notifies GCYHA he/she does not intend to return to play and provides the required physician’s documentation that the player has incurred a season ending hockey injury:

While the Board has the full and absolute discretion to determine the amount of the refund, it will generally follow the below guidelines:

Prior to the first organized practice – 100%

Prior to November 30th – 50%

On or after November 30th – 0%.

In order to be eligible for a credit, the player will need to provide written documentation from a physician stating the player has suffered a “season ending injury” and cannot return to play. Credits may only be granted if the player’s account is in good standing and is paid in full.

The GCYHA Board of Directors reserves the right to review all requests for refund or credit based on injury to consider, among other things, compliance with this policy and extraordinary circumstances, at its sole discretion.

### Special Exceptions

GCYHA will consider, at its sole discretion, a request for a “special exception” refund or forgiveness of fees (other than Tryout Fees) based on extraordinary circumstances. Please note that deciding not to play for GCYHA, or deciding to play at another program, is not considered an extraordinary circumstance warranting a “special exception” refund.

## COVID-19 Refund Policy

GCYHA is a 501(c)(3) organization and we strive to maintain policies that are fair and reasonable for our membership and allow GCYHA to continue to operate. Given the uncertainty around the current COVID-19 pandemic, GCYHA has adopted this COVID-19 refund policy which will go into effect only if the 2020-21 season is delayed, halted temporarily or cancelled entirely in each case due to a complete closure of ice rink facilities. In such case, GCYHA will make an assessment in its reasonable discretion of any refundable amounts, taking into account the portion of the season impacted by such delay, halt or cancellation and accounting for any unrecoverable expenses incurred and other fixed operating costs. This assessment may take time to work through with our rink operators.

If it is determined that amounts are to be refunded, members will be notified and have the following options with respect to such refund:

- Account Credit – Credit towards the next season’s tuitions for any family member’s account
- Refund – Refund to your credit card or by check (less any processing fee)
- Donation to Coach – Donate some or all of your refund to your team’s coach(es)
- Tax-deductible donation to GCYHA - Donate your refundable balance in lieu of a credit or refund.