

NYH families,

Over the past few days as registration has gone live, we have received a few questions about NYH's refund policy. Below is a quick summary that hopefully you will find helpful. This will be posted on the NYH website in the documents section.

Travel Team Refund Policy

Our general policy is that the registration fee is non-refundable. Based on feedback from families over the years, we run our registration until late march and hold tryouts in April to give families the time to have the current season-end and then explore their options for next season. By running on this timeframe, Needham Youth Hockey has very little time between the end of registration to determine the number of teams we will have coming out of tryouts and making commitments to the leagues we play in.

Once league commitments are made, we have financial obligations to those leagues that are covered by registration fees.

Needham Youth Hockey does have exceptions to our non-refundable policy. Under the following circumstances we in the past have granted refunds:

- Player injury results in them missing vast majority or all of season
- Family moves from town or player attends boarding school (actually boards at school)
- NYH does not have spot on a travel team for a player – meaning we have more players trying out then spots available.
 - A player not making the team may request a refund instead of transferring to inhouse or development program
 - Player who made the team – may offer to give up their spot on the team to a player who did not make it. (limited exception up to all players not making a team are placed)

All refund requests must be submitted in writing to nyhregistrar@gmail.com. NYH will review the request and notify families. Depending on the circumstance of the request and timing, NYH may determine it does not fit any of the above criteria for a refund or that only a partial refund is appropriate because we may have incurred costs that can not be recovered (tryout costs, shirts ordered, etc).

Refunds are not granted for players choosing to play on another team when they have registered with Needham and would be placed on a Needham travel team.