



CANCELLATION POLICY

The information below provides you with information regarding our cancellation policy for our program.

Policy updated on Saturday December 17, 2022

What is our cancellation policy?

We offer a **Credit** to those who successfully meet all the requirements of our cancellation policy.

Our cancellation policy is that a minimum **21 days'** notice is required for a credit. A **Credit code** will not be issued without completing and submitting the cancellation form. Once received, please allow up to **7 days** for the processing of a cancellation request.

Please note: A **Credit code** will only be applicable for the amount credited for [no actually monetary value] and can only be used once. Under **21 days** there will be a **\$10.00** admin fee charge applied. If cancelling after the program/league/event starts – No refund or credit will be granted. Programs/Leagues [prior to starting] impacted by COVID-19 that were suspended or cancelled, a **Credit** will automatically be applied to your account.

What if my child is unable to use a credit in a future program/league/event?

In case of hardship situations (e.g. – leaving the Province, etc.) that prevents your child from participating in a future program/event/league you may qualify for a refund minus a **\$10.00 administration fee**.

A refund may take 5-10 days to appear on a customer's statement. Processing [**Stripe**] fees for the original payment won't be returned.

How do I submit a cancellation request?

In order to submit a cancellation request, form you must meet the above criteria, complete and submit a cancellation request form via the following link <https://hockeybuds.ca/cancellation/> as we require this for our records.

A credit and/or refund* will not be issued without completing and submitting this form. Once received, we will provide a **Credit code** or **Refund*** within **7 days** which can be applied to any upcoming registration form.

*If applicable.



What happens to my Credit if future programs are cancelled?

If you have successfully enrolled in a future program / league and applied your **Credit code** toward enrollment fees and that program is cancelled a minimum of **21 days** prior to that scheduled program's / league's start date, an option of a full **Refund*** or **Credit** would be reapplied to your account. All new registrations would qualify for a **Credit Only**.

*A **refund** may take 5-10 days to appear on a customer's statement. Processing [**Stripe**] fees for the original payment won't be returned.

What happens if a program/league session/game is cancelled/postponed/delayed/rescheduled/times adjusted due to a Power outage, weather, or other circumstances that are beyond our control?

Program/league sessions/games cancelled/postponed/delayed/rescheduled/times adjusted due to power outages, weather, or circumstances out of Hockey Buds Inc. control will not be credited, refunded, or made up*.

*In some circumstances and depending on availability of both facility and staff, we may be able to re-schedule or adjust cancelled sessions/games.

A transfer of an enrollment to another program/league session/season may be possible.

*Pro-rated enrollment costs may be applied.

What happens if a program in progress has to be suspended or cancelled due to COVID-19?

Make up sessions will be re-schedule once permission has been granted to resume our program by Newfoundland and Labrador Ball Hockey Association, Canadian Ball Hockey Association, Sport NL and by the Department of Health and Community Services.

Will my Credit guarantee me a slot in a future program?

Your **Credit** is not a guarantee for a spot for enrollment for your child however only impacts the cost of such enrollment. If space is available then your **Credit Code** can be applied.



Will my Credit cover a future program even if registration fees go up?

Your **Credit code** guarantees you full **value*** for an upcoming program / league of equal length of your original enrollment even if registration costs go up, your **credit** will cover those costs and no further registration fees would be required.

* If your **Credit** is pro-rated due to a charge being applied then the value of the credit would be applied to a future registration. [e.g. registration is \$ **120.00** – Prorated Credit of a \$**100.00** applied leaving \$**20.00** owing.]