



Revised: 06.01.2025

Refund Policy

Shoreline Sharks Youth Hockey, Inc. ("SSYH") policy is that once a player has signed a commitment letter, there will be no refund of the deposit or any monies paid toward the season tuition set forth in the commitment letter. After the first team practice, any player still in the program will be required to meet the program's full tuition requirements for the season unless the player suffers a season-ending injury, as described below.

Exceptions:

Injury Credit Policy:

In the event a player incurs an injury or suffers from a previously undiagnosed condition that renders the player unable to play for the remainder of the player's team's SSYH season (collectively, a "season-ending hockey injury"), the player may request a refund of paid tuition (excluding deposit). If approved, refunds may be in the form of a credit to be applied to the injured player's future registration fees and tuition. Any request for a refund must be accompanied by a letter from a licensed medical doctor practicing in the State of Connecticut, stating that the player cannot return to play ice hockey until a specified date beyond the scheduled conclusion of the player's team's season. No request for a refund will be considered: (a) if the injury in question was sustained while playing for another ice hockey organization, except, if applicable, that player's school team, or (b) if that player is not in good standing on her tuition obligations to the Sharks.

Requests will be acted upon at the sole discretion of SSYH. In determining the amount of any refund, SSYH will consider the date the player notified SSYH in writing that she has suffered a season-ending hockey injury (with the documentation required to be provided) and the length of the remaining regular season of the injured player's team. If approved, refunds will be processed within approximately 4-6 weeks from the date of approval.

Once a player has submitted a letter from a doctor as described herein, that player will be ineligible to participate in any Sharks practice, game or tryout unless and until that player submits a letter from the same doctor who issued the unable to play letter stating that the player is cleared to return to ice hockey. If the return to play letter is not from the same physician who issued the unable to play letter, it must be accompanied by an explanation why the letter is not from the original doctor.

Special Circumstances:

SSYH will consider a written request for a tuition refund if the player is able to establish to the satisfaction of SSYH, in its sole discretion, that extraordinary circumstances warrant a refund. Please note that desiring to play for another program will not be deemed an extraordinary circumstance.

Requests will be acted upon at the sole discretion of SSYH. Refunds may only be granted if the player is in good standing on her tuition obligations to SSYH. If approved, refunds may be in the form of a credit to be applied to future registration fees and tuition. In determining the amount of any refund, SSYH will consider the date the player submitted the request to SSYH and the length of the remaining regular season of the injured player's team. If approved, refunds will be processed within approximately 4-6 weeks from the date of approval.