

**FIELD HOCKEY ONTARIO**

Box# 80030  
Appleby Line, Burlington, ON  
L7L 6B1

tel: 1 (877) 605-0855  
info@fieldhockeyontario.com

## REFUND POLICY

### **Membership Refunds**

#### **Purpose**

1. This policy describes how a member's dues may be refunded after they have been paid.

#### **Duplicate Payment**

2. If a member has been inadvertently charged more than once for membership dues by the membership system a full refund will be issued.
3. If a member inadvertently registers more than once in a membership year FHO will refund the membership dues less a \$20 administration fee.

#### **Withdrawal From Membership**

4. If a member submits an emailed request within 14 days of registering, indicating his/her intention to withdraw their membership from both the FHO and all Club, FHO and/or Field Hockey Canada (FHC) programs before he/she has taken part in any program, a refund may be issued less a \$20 administration fee and less the transaction fee charged by the e-commerce supplier. If 14 days have elapsed since registration NO REFUND WILL BE ISSUED.
5. The individual requesting a refund must include a confirmation from his/her Club that he/she is not participating in the Club's programs.
6. FHO will only refund FHO/FHC dues. It is the responsibility of the individual to request any refunds from a Club for Club registration fees or program fees, and such request would be subject to the Club policies.

#### **Discipline and Expulsion**

7. FHO will not refund the membership dues of an individual who has been disciplined or expelled from membership.

#### **Extraordinary Circumstances**

8. In extraordinary circumstances (e.g. death in the family, emergencies, medical reason with supporting documentation, etc.) , the FHO Board of Directors may waive or substitute any section of this policy and replace it with a decision made pursuant to the discretion of the Board.



**FIELD HOCKEY ONTARIO**

Box# 80030  
Appleby Line, Burlington, ON  
L7L 6B1

tel: 1 (877) 605-0855  
info@fieldhockeyontario.com

**Program Refunds****Purpose**

1. This policy provides guidelines and establishes procedures for all cancellations and refunds that may occur for FHO programming registration fees after they have been paid, including tournaments, leagues, tryouts, clinics, and training.

**Scope**

2. This policy applies to all who engage in FHO programming and events.

**General Policy Guidelines**

3. If there is not a sufficient number of participants registered to host a program or event, FHO will notify the facility/venue, participants and clubs of cancellation. A full refund will be provided for cancelled tournament, leagues, tryouts, or training sessions.
4. For any clinics run by FHO, registered participants will be moved to the next available session of equal value or given a full refund if they are not able to attend the next available session.
5. If the participant fails to acknowledge cancellation and travels to the event, FHO is not responsible for any related expenses including but not limited to travel expenses.
6. If a participant submits an emailed request 30 days or more prior to the first date of a program/event, a refund may be issued less a \$50 administration fee and less the transaction fee charged by the e-commerce supplier. No refunds will be provided for requests made within 30 days of the event date.
7. In the event that a participant cannot attend an FHO program/event they have registered for and notification to FHO is not provided 30 days prior to the first date of the program/event, no refund will be provided. And all extenuating circumstances will be handled on a case-by-case basis.
8. In the event that a refund request is less than \$100.00 in value then the participant will be provided a credit on their Power Up account for the amount of the refund requested.

**Extraordinary Circumstances**

9. In extraordinary circumstances (e.g. death in the family, emergencies, medical reason with supporting documentation, etc.), FHO staff may waive or substitute any section of this policy and replace it with a decision made pursuant to the discretion of the staff.

