

## **Refund Policies**

### **COVID-19 Refund Policy (applicable to 2020-2021 Season):**

Central Vermont Skating Association (CVSA) is a 501(c)(3) nonprofit organization and we strive to maintain policies that are fair and reasonable for our participants and allow CVSA to continue to operate. Given the uncertainty around the current COVID-19 pandemic, CVSA 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, CVSA 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 or other fixed operating costs. This assessment may take time to work through.

If it is determined that amounts are to be refunded, participants will be notified in writing by the Treasurer and will be provided with the following options with respect to such refund:

- Account Credit – We will apply the refund to the next season’s tuition for any family member.
- Refund – Refund via check within 2 weeks of notification on amount of refund.
- Tax Deductible Donation – Donate your refundable balance to the Association to assist with resources for next season.

CVSA will also consider special refunds due to COVID-19 pandemic. For this refund to apply, the participant must not be continuing the year with the association. Each request for refund under this option will need to be provided in writing to the CVSA Board for their review and approval of any refund amount. The written request should provide as much detail as possible on the reason for the request. These requests will be reviewed on a case by case basis. The CVSA Board of Directors are under no obligation to approve a refund that does not result from the season being delayed, halted temporarily, or cancelled entirely.

The Board of Directors will not provide a refund of tuition fees due to any quarantine period that the player or family may incur. Under this circumstance, the quarantine period is being handled like the flu or any other illness and therefore not considered refundable.

CVSA will not issue a refund of the USA Hockey Fee (that is charged by USA Hockey and they have determined they are not refunding that fee)). Also, CVSA will not issue a refund for the credit card fees that are applied to the payments through Sports Engine or through Square. In both of those scenarios these are fees charged by the credit card processing companies and not reimbursed to CVSA.

## **Refund Policy:**

Central Vermont Skating Association (CVSA) is a 501(c)(3) nonprofit organization that offers programs from the beginning of September through end of February. Registering your child to play for our Association indicates an agreement to pay the Association according to the terms of tuition. The registration costs cover our ice time, equipment purchases, jersey purchases when necessary, payment to referees, state tournament fees, volunteer background checks through Vermont State Amateur Hockey Association (VSAHA) and other general overhead expenses (i.e. insurance expense, tax preparation, etc.).

CVSA has implemented the following refund policy for registration fees:

- If registration fees are paid in full at time of registration and you withdraw by September 30<sup>th</sup> you will receive a full refund.
- If you decide to withdraw from October 1 through October 31, you will receive a 50% refund.
- If you decide to withdraw after October 31, you will not receive a refund.

In exceptional circumstances the CVSA Board of Directors may, at its sole and absolute discretion, approve a partial refund that does not correspond to the payment terms above. The CVSA Board of Directors are under no obligation to approve a refund that does not correspond to the payment terms above. All requests for refunds must be submitted in writing to the Treasurer of the Board ([Treasurer@cvsahockey.org](mailto:Treasurer@cvsahockey.org)) or via mail attention to the Treasurer (P.O. Box 1055, Montpelier, VT 05602). The request must be approved by the full Board of Directors.

The Board will issue a prorated refund if the request is made because of an injury to the player that prohibits them from completing the season if there is a minimum of four (4) weeks remaining. If there are four (4) weeks or less remaining there will be no refund issued. The request for the refund must be in writing to the Treasurer and depending on the injury a written opinion of a medical doctor may need to be provided.

The Board will also approve a prorated refund if the request is made because the player and his/her family are moving to a location that makes it unreasonable to travel to our Association during the hockey season. The request for the refund must be in writing to the Treasurer explaining the distance of the move.

CVSA will not issue a refund of the USA Hockey Fee (that is charged by USA Hockey and they have determined they are not refunding that fee)). Also, CVSA will not issue a refund for the credit card fees that are applied to the payments through Sports Engine or through Square. In both of those scenarios these are fees charged by the credit card processing companies and not reimbursed to CVSA.

If a refund is to be issued, it will be received via a paper check. All refunds will be issued within 30 days of Board approval.