

KMHA: Policy # F1-b

Title: Tournament Refund

Rational: The Refund Policy of the KMHA must be responsible to both the Team requesting the refund as well as the teams remaining in the tournament that may be affected by the team's choice to leave after registering.

Policy Statement: KMHA will fulfill refund requests on the following conditions. All other requests will be declined. An appeal to this process can be made to the board of directors when supported by the Director of Tournaments.

- A full refund with no admin fee (exception the 3% Credit Card fee) will be given to a team that is registered, paid and requests a refund for a tournament prior to 2 months before the tournament start date.
- A team will receive a refund less deposit if they withdraw within 2 months of the tournament start date but before 4 weeks prior to the tournament start date.
- A team withdrawing within 4 weeks of the tournament start date will not be entitled to a refund.
- Should KMHA not be able to offer the tournament (due to COVID or other force majeure). All teams will receive a full refund. Should only portions of the tournament be unable to operate (power outage, building closures) the KMHA will refund the portions not provided to the teams in attendance or unable to attend.
- Should a team be affected by COVID protocols (OHF or Government prior to the tournament and be unable to attend, they will receive a full refund if earlier than 4 weeks before the tournament and will receive a refund less their deposit if within 4 weeks. Proof of COVID restrictions required. Proof will be adjudicated by the association Director of tournaments, the KMHA President, and the General Manger.
- Should a team in attendance be unable to travel due to weather but the arena is not closed, and the game could be played; there will not be a refund.

Date of Amendment: March 29th, 2021.