



## **Rochester Jr. Americans – Credit and Refund Policy**

(Updated August 24, 2022)

This policy attempts to define the credit and refund policy for the most typical scenarios. The Rochester Jr. Americans always strive to be fair and equitable with all players. The Rochester Jr. Americans asks that all families remember that the Rochester Jr. Americans is a non-profit organization, run by volunteers who strive to keep costs as low as possible. Player fees do not capture the full cost of changes like credits and refunds. The Rochester Jr. Americans reserve the right to accept or deny any request for a credit or refund.

### **Rochester Jr. Americans Fee Credit/Refund Policy**

Credits/Refunds may be provided for portions of season registration fees except for fees paid to other organizations (USAH, NY, WNY and Empire fees). To be eligible, you must provide a written request to the Rochester Jr. Americans President, Treasurer, or Registrar for consideration and facilitation of board-level approval.

- Travel, Select, Red, and Prep Teams: Once registration is closed and team ice and referee fees have been calculated, credits/refunds will not be issued, except for circumstances set forth below.
- White/Blue House and Mite teams, Overage Beginners, Intro to Hockey Doodle Bugs program: Provided the request is made after registration has closed but prior to the program beginning, a credit/refund will be issued with a 10% administration fee charge. If the program has begun, credits/refunds will not be issued, except for circumstances set forth below.

In the event of a season-ending injury, a credit towards the following season (or refund) may be made at the discretion of the Rochester Jr. Americans board. The amount credited or refunded, if any, will be based on several factors, such as the date of injury and the costs incurred by the Rochester Jr. Americans on behalf of the player. If approved, this amount will be prorated depending on the percentage of the season played (practices, skills, scrimmages and games) by the injured player.

Credits and refunds will NOT be given to players leaving the Rochester Jr. Americans to play for any other school, club, or hockey program.

The Rochester Jr. Americans board reserves the right to credit or refund members in the event of a catastrophic event (death of a family member, life threatening disease of player, etc.), or other circumstance that the board may determine as a separate action.

The Rochester Jr. Americans board will determine, in its sole discretion, whether a credit or refund is issued. If a request is approved, the preference will be to issue credit for the following season over refunds.

### **Rochester Jr. Americans Team or Group Activities Refunds**

An individual player's team costs are based on the estimated total cost of all team expenses divided by the set number of players per team. This includes additional ice purchased by the team, additional referee fees, tournament fees, training equipment, team parties, hospitality rooms, hotel rooms and other costs.

Rochester Jr. Americans will not provide team cost refunds or credits. Team costs must be covered by the entire remaining team members in some fashion.

If a player is injured or quits during the season, the Rochester Jr. Americans team refund policy is to allow the team to decide the most appropriate course of action. Rochester Jr. Americans assumes the team and team manager will provide a fair and reasonable relief or refund to families that quit or have season ending injuries for the team or group activities portion of their fees.