



**2023 – 2024**  
**REGISTRATION INFORMATION**

[www.southwesthockey.ca](http://www.southwesthockey.ca)

***'MAKING HOCKEY FUN AND REWARDING,  
FOR ALL PARTICIPANTS'***

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## 1.0 WHAT'S NEW?

In a continued effort to improve; our governing bodies; Hockey Canada, Hockey Alberta and Hockey Calgary along with other member Association's review programs on an ongoing basis to ensure we are meeting the needs of our members.

As we prepare to open for another season, here are notable upcoming changes;

What's New!	
<b>Evaluations</b>	<p>Southwest Hockey is proud to announce that Village Sports has been selected from the RFP submissions as this season's 2023-2024 support provider!!</p> <p>The Association is very excited to be partnering with Village Sports this Fall. Updated information regarding evaluations will be posted to our website by AUG 18, 2023.</p>
<b>Pathway Skates for U7 &amp; House League</b>	<p>New for the 2023-2024 season, U7 and House League teams will receive two (2) Pathway Skates prior to formal evaluations.</p> <p>A player's first experience in the new hockey season should not be a formal tryout. The Pathway Skates give participants the opportunity to get back on the ice in a more player friendly, less formal environment.</p>
<b>GHC Elite Process</b>	<p>Female players are now eligible to try out for the Elite Fire teams with Girls Hockey Calgary, but if unsuccessful, they may now return to Community Stream.</p>

## 2.0 REGISTRATION DATES

June 15, 2023 – August 8, 2023

**AFTER August 8<sup>th</sup>** → Registrations will be permitted **BASED ON AVAILABILITY** and will be subject to a late fee for Returning Members. Refer to **SECTION 8.0** for late registration information.

## 3.0 REGISTRATION SYSTEMS

Both the Hockey Canada Registry Database and TeamSnap are used.

- **TeamSnap (TS) Registration** → Is used to complete the online registration.
- **Hockey Canada Registry (HCR)** → Uses the information from TeamSnap to support member registration, team rostering, certifications etc.
- **Helpful Pointers** → We **STRONGLY** suggest that when creating a username, a **PERSONAL email** is used. Further information about usernames and passwords can be found in **SECTION 6.0**
- **'User Profile'** → To access the system, the member ('**Parent / Guardian**') will need to create a 'User Profile'. This profile will be used to register in future years, and to access invoices.
  - **Do NOT create the User Profile using your child's name**

## 4.0 ELIGIBILITY (AGE & RESIDENCE)

**ALL** participants registering with SW Hockey Association must meet eligibility requirements. Detailed information is also available through Hockey Calgary.

- **Age Eligibility**
  - All participants must be 3 to 17 years of age, as of December 31<sup>st</sup>.
  - Proof of age **MUST** be provided upon request.
  - **NOTE**: 3 & 4-year-olds can **ONLY** participate in the CUBS Program, and **MUST be 3** years old by the **START** of the program.
- **Residence**
  - Participants must be permanent residents; as defined by SW Hockey boundaries, **and must live** with one (1) of their Parents / Legal Guardians **OR** have an **APPROVED** 'Player Movement' from Hockey Calgary (HCAL).
  - **Approved Player Movements** → **MUST** be submitted to the SW Hockey Registrar at the time of registration.
  - **Proof of Residency (POR)** → **MUST** be provided upon request; as per the Playing Rules & Regulations of Hockey Calgary. Failure to do so could result in the participant's suspension and or removal from the Association.
  - **IMPORTANT**: POR's can be requested **ANY TIME** during the season, & can come from SW Hockey, or any of its governing bodies.

## 5.0 BOUNDARIES

Participants must register with the Association that has been assigned to your community as per the Playing Rules & Regulations of Hockey Calgary.

- Further boundary details can be found at: <http://www.hockeycalgary.ca/associationList.php>
- There is an exception for the CUBS Program. It does **NOT** matter what community the participant lives in.

Alpine Park	Bayview	Belmont	Braeside
Bridlewood	Canyon Meadows	Cedarbrae	Chinook Park
Eagle Ridge	Evergreen	Haysboro	Kelvin Grove
Kingsland	Millrise	Oakridge	Palliser
Pine Creek	Pump Hill	Shawnee Slopes	Shawnessy
Silverado	Somerset	Southwood	Tsuut'ina Nation
Woodbine	Woodlands	Yorkville	HCAL Approved Player Movements

## 6.0 USERNAMES & PASSWORDS

We **STRONGLY** suggest using a **PERSONAL** email when creating a username.

**NOTE**: It was brought to our attention during the 2021-2022 season that "legacy emails", such as; **Hotmail, MSN, Live, and Passport** email extensions may not be delivered to the recipient.

- The issue is that if Microsoft detects frequent emails sent (as there can be at various times of the season) to those "legacy emails" they reject the emails (the emails don't even make it to the person's inbox OR their spam folder) and then marks the sender (SW Hockey) as spam in their servers, which in turn rejects emails to all other Microsoft domains like outlook.com. Therefore, when creating / using a personal email address **aim to use alternate email options**.

## 6.1 Logging In

On the TeamSnap login page, the member will complete **ONE** of the following steps;

Returning Members	New Members
Enter <b>Username &amp; Password</b> used to create your profile.	Create an account with a Username and Password. <b>Please retain this info for future use!</b>
Once logged on, proceed with completing the registration.	Usernames <b>MUST</b> be the <b>Parent / Guardian's name</b> <b>Because the Parent / Guardian is the person who signs the waivers, and makes the payments.</b>

## 6.2 Forgot "Username" or "Password"

If Members are having problems retrieving their password, members will need to **contact TEAMSNAPE** for assistance. SW does **NOT** have access to members' TeamSnap account information.

### 6.2.1 Usernames

The username is your email address. If the email address has changed, the email address originally used to create the profile / account --- **would STILL be your username.**

An email **does not necessarily have to be active** to be used as the username. **However**, the email **SHOULD** be **ACTIVE** in order to retrieve forgotten passwords. For this reason, we **STRONGLY** suggest using a **PERSONAL** email, and not a work email.

### 6.2.2 Passwords

Forgotten passwords can be retrieved from the system, **ONLY** if the email address that was used to create your profile is **still an ACTIVE account**. For this reason, we **STRONGLY** suggest using a **PERSONAL** email, and not a workplace email.

## 7.0 REGISTRATION FEES

The SW Hockey Board of Directors have approved the following Community & House League Fees for the upcoming season. Fees include the following items found within the chart. For **Refund & Withdrawal** amounts, refer to **Section 21.0**

Team Photo (SportsMate)	U9 to U18 Home & Away Socks	CUBS, U7 and House League receive one (1) pair of socks
Hockey Calgary Player Fees	Hockey Alberta Player Fees	Hockey Canada Player Fees
Insurance	Coaching Certifications	Ice Rentals (games & practices)
Evaluations	Officiating costs	Administrative Costs



COMMUNITY PROGRAM				
DIVISION	AGE AS OF DEC 31ST	BIRTH YEAR	PLAYER FEES	GOALIE FEES
CUBS	3 – 4	2019 – 2020	\$300	N/A
U7	5 – 6	2017 – 2018	\$840	N/A
U9	7 – 8	2015 – 2016	\$1110	N/A
U11	9 – 10	2013 – 2014	\$1300	\$700
U13	11 – 12	2011 – 2012	\$1400	\$700
U15	13 – 14	2009 – 2010	\$1450	\$725
U18	15, 16 & 17	2006 – 2008	\$1450	\$725
JR C (U21)	Contact Southside Hockey Association for Registration.			
SOUTH CALGARY HOCKEY HOUSE LEAGUE PROGRAM				
SCHHL U9	7 – 8	2015 – 2016	\$775.00	N/A
SCHHL U11	9 – 10	2013 – 2014	\$775.00	N/A
ADDITIONAL FEES				
TYPE	AMOUNT	NOTE		
Late Fee – Community	\$200.00	PER participant		
Late Fee – House League	\$150.00	PER participant		
Registration Change Fee	\$50.00	Registered Participants will be charged a fee if changing programs. This fee is PER change		

## 8.0 LATE REGISTRATION

Registrations received AFTER August 8<sup>th</sup> will be accepted BASED ON PROGRAM AVAILABILITY.

Late fees for the upcoming season will take effect August 9, 2023 at 12:01am for RETURNING members. Refer to SECTION 7.0 for late fees.

## 9.0 FINANCIAL ASSISTANCE

There are MANY programs available to help alleviate financial barriers to participate in organized sports. One of the main financial assistance programs is the Flames EvenStrength Program (FESP).

Financial Assistance is an application process; where families need to qualify. Therefore, it is VERY IMPORTANT to register EARLY, in order for families to have full access to ALL the financial assistance programs that are available. Additional details, and to apply: Parents > Registration > Financial Assistance You can also contact the SW Hockey Registrar at: [registrar@southwesthockey.ca](mailto:registrar@southwesthockey.ca)



## 10.0 RESPECT IN SPORT “PARENTS” (RIS)

RIS is a MANDATORY program under the Playing Rules and Regulations of Hockey Alberta and Hockey Calgary. One Parent or Guardian MUST complete this 1-hour online program BEFORE registering with SW Hockey. There is a nominal cost to complete this, and NO pre-registration code is provided.

A participant’s registration will be considered “incomplete” if the Member does not have a valid expiry date on the Respect-In-Sport “PARENT” Certificate, at the time of the participants registration.

Additional details at: Parents > Registration > Respect in Sport

## 11.0 METHOD OF PAYMENTS & INSTALMENT PLANS

To be **FULLY registered, immediately** → The easiest way **is to register and pay by Credit Card**. In TeamSnap, **FULL payment by Credit Card** is the 'default' option.

If a member wishes to use Money Orders, Credits or Honorariums as a method of payment → An immediate deposit is still required **before the participant(s) registration will be processed**.

- Members may make multiple payments with these options; **however**, → full payment is required **by SEP 15<sup>th</sup>**. Refer to **SECTION 11.3** for Instalment Plan details.

Credit Card – Visa / Mastercard	
Option 1 FULL Payment	<ul style="list-style-type: none"> <li>This option of registering allows a <b>one-time FULL</b> payment.</li> </ul>
Option 2 Instalment Plan	<ul style="list-style-type: none"> <li>This option allows for a <b>maximum of FOUR (4) payments</b>.</li> <li>Payments occur <b>on the 15<sup>th</sup> of each month</b>.</li> <li>Refer to <b>SECTION 11.3</b> for Instalment Plan details.</li> </ul>
Money Order --- Cash --- Honorariums --- Credits	
Money Order (MO)	<ul style="list-style-type: none"> <li>Money Orders are payable to: <b>Southwest Hockey Association</b>.</li> <li>Ensure participant(s) names <u>are noted on the Money Order</u>.</li> <li>Drop the MO off at Cardel Rec South and then email the Registrar to advise that it is there for pick up.</li> <li>Registrations <u>remain pending until the MO has been posted</u> to the account.</li> </ul>
Cash	<ul style="list-style-type: none"> <li>Email: <a href="mailto:admin@southwesthockey.ca">admin@southwesthockey.ca</a> to arrange a time for drop-off.</li> <li>Bring a copy of the invoice.</li> <li>Registrations <u>remain pending until the Cash has been posted</u> to the account.</li> </ul>
Credits / Honorariums	<ul style="list-style-type: none"> <li>Contact the SW Registrar to have the credit applied to the account <b>AFTER</b> you have registered your participant(s). <ul style="list-style-type: none"> <li>If <b>registration was paid FULL</b> → Member will be refunded the value of the credit owing.</li> <li>If <b>Instalment Plan was chosen</b> → Credit will be applied, and remaining payment plan amounts will be adjusted accordingly.</li> </ul> </li> <li>If the honorarium does not cover the full fee, the minimum member portion must be received to complete the registration process.</li> <li><b>Honorarium credits are non-transferable and non-refundable.</b></li> <li><i>Members must arrange a DROP-OFF of the Credits/ Honorariums with the SW Administrator. They are NOT to be send via Canada Post. SW Hockey does not accept any responsibility for lost Money Orders, Cash, Credits or Honorariums.</i></li> <li>Administrator can be reached at: <a href="mailto:admin@southwesthockey.ca">admin@southwesthockey.ca</a></li> </ul>

### 11.3 Instalment Plan Breakdown

- Instalment Plans require an **immediate deposit PER participant**.
- After the deposit is paid (noted in the chart) → the remainder of the fees owing **will be divided into equal monthly payments until September 15<sup>th</sup>**; which is when full payment is due, **for each** participant.

To assist members with understanding 'Instalment Plan' breakdowns, see the chart below.

**EXAMPLE:** If a member registers on the 14<sup>th</sup> of the month, and chooses the Instalment Plan, the deposit **PER PARTICIPANT is due immediately**, **AND** the next Instalment Plan amount **WILL BE processed** on the 15<sup>th</sup> of that month.

Deposit Dates & Amounts		
Hockey Program	Dates	Amount PER PARTICIPANT
Community	JUN 15 to AUG 8	\$350
Community	AUG 9 to AUG 31	\$500
Community	SEP 1 to SEP 14	\$725
House League (SCHHL)	JUN 15 to AUG 31	\$250.00
House League (SCHHL)	SEP 1 to SEP 14	\$400.00
<b>BY SEPTEMBER 15 → ALL FEES are DUE IN FULL</b>		

**IMPORTANT:** THE LATER a member registers; the number of instalments DECREASE; resulting in HIGHER payment amounts.

Instalment Plan Scenarios			
Payment Plan	Register Between	# of Payments	Payment Breakdown PER PARTICIPANT
Option #1	JUN 15 – JUL 14	4	<ul style="list-style-type: none"> <li>▪ Initial deposit due</li> <li>▪ Then <b>3 equal Payments</b> on:               <ul style="list-style-type: none"> <li>○ JUL 15, AUG 15 &amp; SEP 15.</li> </ul> </li> </ul>
Option #2	JUL 15 – AUG 14	3	<ul style="list-style-type: none"> <li>▪ Initial deposit due</li> <li>▪ July installment due.</li> <li>▪ Then <b>2 equal payments</b> on:               <ul style="list-style-type: none"> <li>○ AUG 15 &amp; SEP 15.</li> </ul> </li> </ul>
Option #3	AUG 15 – SEP 14	2	<ul style="list-style-type: none"> <li>▪ Initial deposit due</li> <li>▪ July installment due</li> <li>▪ August installment due</li> <li>▪ Then <b>balance owing</b> on:               <ul style="list-style-type: none"> <li>○ SEP 15.</li> </ul> </li> </ul>
Option #4	as of SEP 15	1	<ul style="list-style-type: none"> <li>▪ Full payment is required.</li> </ul>

## 12.0 HOW TO REGISTER



Is the **ONLY** method of registration.

Members can register online by clicking the **"Parents > Registration"** tab at the top of the home page. From there members will follow the instructions provided.

**NOTE:**

- If you are having system problems refer to the tips in **SECTION 3.0**
- A detailed **TIP Sheet** on 'How to Register' can be found at **Parents > Registration**.
- Members **WILL require** the **HCR ID** number for **EACH** participant they are registering, in order to begin the registration process.



## 13.0 CUBS PROGRAM

This is a non-competitive 'Learn to Skate' program that has an introduction to basics of hockey for 3 & 4-year-olds. No previous hockey experience is necessary. However, participants **MUST** be able to get up and down on their own without assistance, and should be able to 'shuffle' across the ice without assistance **prior to registering for this program**". Participants **MUST** be 3 years old **by the start of the program**.

There is **LIMITED space in this program so register early to avoid disappointment**.

Additional details about the Program at: [Parents > Registration > CUBS \(3- & 4-year-olds\)](#)

### 13.1 Withdrawal Process / Refunds for CUBS Program

Situations will arise where families choose to, or are required to withdraw from the Southwest Hockey Association for a variety of reasons. We understand that this will happen and have taken the time to formalize our policy surrounding this. Refer to [SECTION 21.0](#) for a breakdown of the Withdrawal Process, and refund conditions.

## 14.0 U7 TIMBITS PROGRAM

The U7 division continues to be sponsored by Tim Hortons! The U7 Timbits Program is a mandated program in Calgary for 5 and 6-years old. The program focuses on skill development and the **FUN**damentals of the game for the participants, coaches and parents. The U7 Program, and the Rules and Regulations including the "Intro to Hockey" guide is all outlined on the Hockey Calgary website.

U7 Junior → Are **typically** made up of 5-year-olds.

U7 Senior → Are **typically** made up of 6-year-olds.

**However**, it is possible to have **either age in each category**. Decisions for placement are determined through a simple evaluation process in September.

Additional details at: [Parents > Registration > U7 Timbits](#)

## 15.0 SOUTH CALGARY HOCKEY HOUSE LEAGUE (SCHHL)

SW Hockey is proud to be part of the SCHHL in conjunction with three (3) other Associations; Bow Valley, Knights and Wolverines. The SCHHL is only available in the U9 and U11 Age Division.

- There are **LIMITED** spaces available --- so **REGISTER EARLY** to avoid disappointment.
- Registration for this league is based on a '**first come, first COMPLETED registration basis**'.

**Program runs from:** October 16, 2023 to March 3, 2024



### 15.2 House League vs. Community Hockey

Which stream of hockey is right for your participant? A **detailed Comparison Chart** is listed at: [Parents > Registration > House League](#)

**NOTE:** SW Hockey reserves the right to cancel the SCHHL in certain divisions if we do not meet the minimum requirements. Participants would have the option to move programs or 100% of the fees paid to date will be refunded if SW cancels the division.

## 16.0 BODY CHECKING vs. NON-BODY CHECKING

Body Checking vs NON-Body Checking is applicable **ONLY** in the U15 and U18 Age Divisions.

During the registration process members will be asked if they would be interested in a “Body Checking” or “Non-Body Checking” team. The number of teams that SW registers within the checking divisions will depend on the total number of participants registered for the season.

**IMPORTANT:** Therefore; even if a participants’ registration indicated “Body Checking”, and there are not enough available roster spots on the Body Checking teams → participants will be placed on a “Non-Body Checking” team; based on their evaluation results.

Additional details at: [Parents > Evaluations](#)

### 16.1 U15 Checking Clinic

Checking Clinics are **mandatory** for all **1<sup>st</sup> year U15 participants**.

- Participants only ever need to attend a clinic once.
- There is no cost to attend the clinic organized by SW Hockey.
- If a participant has already attended a U15 clinic over the Spring/Summer, then proof of registration to that clinic (receipt) will be required and must be submitted to the Administrator.
- Typically held before the Pathway Skates **and ALWAYS** before SWH evaluations.
- Registered U15 participants will be contacted, and provided the specific information on how to register for the clinic.
- Questions regarding the clinic, please contact the Administrator at [admin@southwesthockey.ca](mailto:admin@southwesthockey.ca)

## 17.0 JUNIOR C (U21)

The Calgary Southside Hockey Association will exclusively host a JUNIOR C program for members in South Calgary. Residents from Bow Valley, Knights and Southwest will register and try-out for JUNIOR C with Southside. For more information contact Southside at [www.southsidehockey.ca](http://www.southsidehockey.ca)

## 18.0 ELITE TRYOUTS (AA or AAA)

Participants wishing to try-out for the Elite Stream of hockey must be in the **U13, U15 or U18** age division.

### 18.1 Which Elite Association?

- The **community in which a participant resides** determines which Elite Association the participant would be eligible to try-out for; which is based on the community boundaries.
- SW Hockey participants can try-out for either the **Calgary Buffaloes Hockey Association OR the Calgary Royals Athletic Association**.
  - **NEW** – SW Hockey female participants can try-out for Girls Hockey Calgary. Female players are now eligible to try out for the Elite Fire teams with Girls Hockey Calgary, but if unsuccessful, they may now return to Community Stream.
- Additional details regarding Elite boundaries, can be found on the SW Hockey website at: [Parents > Registration > Elite Hockey](#)

## 18.2 Elite Camps / Elite Tryouts

Elite Camps are held prior to their tryout process. If you want to be able to register your participant(s) when Elite Associations open registration for their camp/tryouts, you must be prepared in advance.

To register for their Elite Camps and Tryouts, the **Elite Association NEEDS** to have access to your participants Hockey Canada file. **Don't delay because this process takes time!**

You cannot register with the Elite Association until this step is completed! To complete this, **the Parent/Guardian MUST:**

- **Contact the Elite Registrar** to advise them that your participant is interested in registering.
- The Elite Registrar will then request 'shared access' with SW Hockey in the Hockey Canada Registry.
- **Only the Elite Registrar can initiate the shared file request!**

## 18.2 Elite Participants Registration Status with Southwest Hockey

- Participants can only Try-Out for **one (1)** Association at a time.
- Members **MUST PRE-REGISTER** with SW Hockey, in order to secure a spot with SW.
- If your participant is released back to SW, and they were not pre-registered with SW, their registration with SW will be accepted **based on availability.**
  - **IMPORTANT: A Late Registration Fee WILL ALSO BE applied; regardless if the participant is a Returning Member or a New Member to SW Hockey.**
- When selecting the Calgary Buffaloes, Calgary Royals or GHC Fire option during the SW registration process, this only **"INFORMS US"** of your participant(s) **INTENT** to Try-Out.
  - This pre-registration will reserve a placement spot within SW.
  - This part of the SW process **does NOT register the participant with the Elite Associations.**
- Members **MUST** update the SW Registrar of their participant(s) progress throughout the Elite Try-Out process.

## 18.3 Payment Process When Trying Out for Elite

Payment Options	
<b>Option 1 No Payment Charged</b>	<ul style="list-style-type: none"> <li>▪ IF a participant returns to SW, then <b><u>FULL payment</u></b> is required by SEP 15<sup>th</sup>.</li> <li>▪ IF the participant returns to SW after SEP 15<sup>th</sup>, FULL payment is required IMMEDIATELY.</li> <li>▪ <b><u>FULL payment is required BEFORE</u></b> participating in Pathway Skates/Evaluations</li> </ul>
<b>Option 2 Instalment Plan</b>	<ul style="list-style-type: none"> <li>▪ IF an Installment Plan is important; Members can select this option.</li> <li>▪ If the Instalment Plan is selected → Email the SW Registrar to notify of this selection, and that your participant is Trying-Out for the Elite Association first.</li> <li>▪ If your participant makes an Elite team, Members will be refunded 100% of the fees that were paid to date, to SW.</li> </ul>

## 18.4 Refunds for Elite Participants

Refer to [SECTION 21.0](#) of this document for details.

## 19.0 EQUIPMENT

Full equipment **is ALWAYS MANDATORY!** It is important to wear equipment properly and to **keep the equipment clean.**

If you require guidance on proper equipment fitting and understanding equipment needs, additional details can be found on the SW Hockey website at: [Parents > Equipment](#).

## 20.0 RECEIPTS FOR REGISTRATION

**ALL** SW receipts can be obtained **from TeamSnap ONLY**. The Registrar can **NOT** forward your receipt because it is already in your TeamSnap account. Additional details at: [Parents > Registration > Receipts](#).

## 21.0 WITHDRAWAL PROCESS / REFUND FEES

The Administration fee is \$100.00 non-refundable PER participant.

Situations will arise where families choose to, or are required to withdraw from the SW for a variety of reasons. The Association understands that this can happen and have taken the time to formalize a policy surrounding this. **NOTE:** Team placement is **NOT** a valid reason for withdrawing.

### 21.1 Withdrawal Process

Refunds or withdrawals are determined independently, **PER PROGRAM**. The time and date stamp when the **form** is submitted to request the withdrawal, will be used to determine the applicable refunds, where necessary.

**FIRST** → **MUST** complete the Withdrawal Form: [Parent > Registration > Withdrawal Request](#)

#### **AFTER COMPLETION OF WITHDRAWAL FORM:**

- A notification is sent to the SW Registrar.
- The Registrar will then withdraw the participant.
- Once a participant is withdrawn, they are **NOT permitted** to register again till the **FOLLOWING** season. This is known as the “Waiting Period”.
  - **NOTE:** If there are unique circumstances, SW may choose to waive this “Waiting Period” requirement. This will be determined on a case-by-case basis.
- **Effective immediately** the participant is **NO longer permitted to participate** in any future SW ice times or activities. **NO exceptions.**
- **To ensure the family account is handled appropriately, it is the responsibility of the Parent / Guardian to contact the Director of Volunteers regarding the status of their family volunteer bond.**
- **TTN Members MUST ALSO** email [kyle.dodginghorse@tsuutina.com](mailto:kyle.dodginghorse@tsuutina.com) to advise that a Withdrawal Form has been completed.

## 21.2 Refund Fees (Community, House League & CUBS)

SW reserves the right to review and adjust withdrawal fees based on individual circumstances including but not limited to health-related circumstances, relocations etc.

### 21.2.1 Method of Returning Fees

**Credit Card Payments:** Refunds will be provided back to the member's Credit Card account used to pay the fees.

**Refund Cheques:** Will only be made payable to the person identified on the invoice, unless the notes indicate that the payment was provided by someone different. Cheques will only be issued at the discretion of the Association.

### 21.2.2 Refund Amounts

Refunds will be based on the timeline stamp in which the Withdrawal Form was submitted. For a breakdown of the refund amounts; refer to the following chart:

COMMUNITY & HOUSE LEAGUE PROGRAM	
WITHDRAWAL TIMELINE	REFUND AMOUNT
Up to <b><u>ONE DAY PRIOR</u></b> to the start date of the participants age group evaluation / placement sessions.	<b>Full Refund, Minus \$100.00 admin fee.</b>
<b><u>DURING</u></b> the participants age group evaluation / placement sessions.	<b>50% Refund. Minus \$100.00 admin fee.</b>
<b><u>UPON CONCLUSION</u></b> of the participants final age group evaluation placement skate.	<b>100% Non-Refundable</b>

CUBS PROGRAM			
WITHDRAWAL TIMELINE	WITHDRAWAL DEADLINE		REFUND AMOUNT
Up to <b><u>ONE DAY PRIOR</u></b> to the start date of the program.	<b>FALL</b>	OCT 14	Full Refund Less \$50.00 admin fee.
	<b>WINTER</b>	JAN 6	
<b><u>DURING</u></b> the first two (2) weeks of the program.	<b>FALL</b>	OCT 27	50% Refund Less \$50.00 admin fee.
	<b>WINTER</b>	JAN 19	
<b><u>ON</u></b> or <b><u>AFTER</u></b> →	<b>FALL</b>	OCT28	100% Non-Refundable
	<b>WINTER</b>	JAN 20	

## 21.3 Refund Fees (Elite Association)

It is the **PARENTS' / GUARDIANS'** responsibility to complete the SW Hockey Withdrawal Form; indicating that your child will be playing with the Calgary Buffaloes, or the Calgary Royals for the current season.

**ALL** Elite participants receive a 100% refund from SW, **of the fees paid to date.**

- If a member paid by Credit Card (either in full or on the installment plan); the refund of fees received will be returned to the member's Credit Card used to pay the fees.

- If a member paid by Money Order or Cash, a Refund Cheque will only be made payable to the person identified on the invoice, unless notes indicate that the payment was provided by someone different. Cheques will only be issued at the discretion of the Association.

To complete the 'Withdrawal Form' go to → **Parent > Registration > Withdrawal Request**

## 21.4 Program Cancellation

If the Association is forced to cancel a program due to lack of participation a 100% refund would be provided.

If SW Hockey is forced to cancel **ANY** program(s), due to circumstances that are out of its control (e.g., but not limited to; COVID-19), **ALL financial requirements and obligations of the Association will be reviewed FIRST** and then SW Hockey will make every effort to prorate fees, and be fair and equitable to its members.

The form in which the refund would be returned, would follow **Section 21.2.1**

## 22.0 REGISTER FOR SOUTHWEST HOCKEY PROGRAMS

**More specific programming details, visit: [www.southwesthockey.ca](http://www.southwesthockey.ca), and to also register.**

- Programs noted below will have a **SPECIFIC STATEMENT** that will apply to your participant(s).
- This means → a **DIFFERENT statement** could be applicable **FOR EACH** participant that is being registered; based on the situation for that **SPECIFIC participant**.

Selections	Specific Statement
OPTION 1	Register for <b>CUBS</b> .
OPTION 2	I am " <b>NEW to HOCKEY</b> " and <b>have NEVER</b> registered with <b>ANY</b> Association before.
OPTION 3	I am " <b>NEW to SOUTHWEST</b> " <b>BUT I HAVE</b> played with another Association before.
OPTION 4	I am registering a " <b>NEW FAMILY MEMBER</b> " that has <b>NOT</b> registered with <b>ANY</b> Association before.
OPTION 5	I am a " <b>RETURNING MEMBER</b> " to "SOUTHWEST HOCKEY"

Program	Website Path
CUBS	<b>Parents &gt; Registration &gt; CUBS</b>
Community League	<b>Parents &gt; Registration &gt; Community League &gt; Ready to Register</b>
House League	<b>Parents &gt; Registration &gt; House League &gt; Ready to Register</b>