



TWIN BRIDGES LIGHTNING AMATEUR HOCKEY ASSOCIATION

REFUND POLICY

Refund Policy for Regular Season Registrations

This applies to all Regular Season registrations for all regular Missouri Hockey and Midwest Mustang (Girls Hockey) teams. (Elite teams see below.)

1. If TBL cancels a team, or if a player is 'cut' from a team via tryout process, you will receive a full refund of your registration. No charges or fees will apply.
2. If a player withdraws from TBL after making another club's AAA/CS/AA team, you will receive a full refund of your registration, less any CS/AA Tryout Fee that may apply.
3. If a player withdraws for any reason before Evals/Tryouts, they will receive a full refund less \$150 fee.
4. If a player participates in Evals/Tryouts and is subsequently placed on a team; then changes their mind before the first practice, they will receive a full refund less their initial 25% registration payment (subject to a \$150 minimum).
5. For players in the 8U or 6U division only, they may request a 100% refund (registrations fees and all) at any time prior to the first team practice that they attend.
6. Once a player participates in their team's first practice, no refunds will be considered.
7. If a player is removed from a team due to conduct that does not comply with the USA Hockey Zero Tolerance Policy, or TBL's Code of Conduct, there will be no refund.

Refunds for Elite Registrations

Please refer to your Elite Player Contract for refund information.

Refunds for Elite /AA Tryout Fees

This applies only to the tryout fees that were paid for the purpose of Evaluating for a team.

1. Refunds for Tryout Fees will only be granted in the case of Injury/Illness that causes the player to not be considered for that team (or any other similar team) for the entire season.
2. No other refunds will be granted for Tryout Fees.

Other Refunds

This applies to Summer Conditioning, or any other off-season program we currently run.

1. Refunds for Off Season programs will be considered on a per case basis if a player misses more than ½ the program due to injury/illness, or other unforeseen circumstance.

Refunds Due to Injury/Illness

If a player is unable to participate due to injury or illness, they may be eligible for injury credit subject to the review and approval of the TBL Treasurer/Finance Committee. The following criteria will be considered:

1. The injury/illness must cause a player to miss at least 6 or more weeks of a season.
2. All injury/illness refunds will be in the form of a credit for next season's fees. No cash refunds for injury/illness.
 - a. Exception: If the child will be unable to play next season due to a long term/permanent condition, a cash refund can be requested. Doctor's certification will be required with the request.
3. If approved, the dollar amount of the credit will be determined by using the participation fees for that level, net of registration fees, divided by the number of weeks in the season, and multiplied by the number of weeks missed.
 - a. If the injury/illness occurs prior to evaluations, and you will miss the entire season, you will receive a 100% refund.

In order to request a refund, please email your request to the current TBL Finance Committee. You will hear back from us with a decision within one week.

All refunds will be refunded in the same manner we receive payment. If you paid partially with credits, the credit portion of your refund will remain with the club in your name. Refunds will take 4-6 weeks for processing.