

# NHL STREET PROGRAM

## Financial, Refund & Cancellation Policy

### 1. REGISTRATION CONFIRMATION

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Registration is confirmed once full payment has been received. Placement in a division is subject to availability and sufficient enrollment.

### 2. MINIMUM REGISTRATION REQUIREMENT

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Each division requires a minimum number of participants to operate. Aurora North Athletics reserves the right to cancel or combine divisions if minimum registration is not met.

Participants will be notified as soon as possible, and a full refund will be issued if the program cannot be delivered.

### 3. PARTICIPANT WITHDRAWAL (BEFORE PROGRAM START)

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- Withdrawals requested **7 or more days prior** to the program start date are eligible for a full refund, minus any non-refundable processing fees (if applicable).
- Withdrawals requested **less than 7 days prior** to the start date may be subject to a partial refund, at the discretion of Aurora North Athletics.

### 4. PARTICIPANT WITHDRAWAL (AFTER PROGRAM START)

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No refunds will be issued once the program has begun, except in exceptional circumstances (e.g., medical reasons). Documentation may be required and requests will be reviewed on a case-by-case basis.

### 5. PROGRAM CHANGES OR CANCELLATIONS

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Aurora North Athletics reserves the right to modify schedules, divisions, or program structure due to registration numbers, facility availability, or unforeseen circumstances.

If a program is cancelled by Aurora North Athletics, a full or prorated refund will be issued.

### 6. MISSED SESSIONS

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No refunds or credits will be provided for missed sessions due to personal scheduling conflicts, vacations, or other non-program-related reasons.

### 7. WEATHER & FACILITY INTERRUPTIONS

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In the event of cancellations due to weather, facility issues, or other uncontrollable circumstances:

- Reasonable efforts will be made to reschedule sessions
- Refunds are not guaranteed for individual cancellations but may be considered if multiple sessions are impacted

## 8. EQUIPMENT & JERSEY FEES

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Equipment and jersey fees may be non-refundable once items have been ordered, customized, or distributed.

## 9. PAYMENT PROCESSING FEES

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Any third-party processing fees (e.g., credit card or registration platform fees) may be non-refundable.

## 10. CONTACT INFORMATION

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For all refund or cancellation requests, please contact:

Email: [play@auroranorth.org](mailto:play@auroranorth.org)

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*Aurora North Athletics is committed to providing a fair and transparent registration experience. This policy is designed to balance flexibility for families with the operational requirements of running community-based programming.*