

REFUND POLICY

This policy only applies to funds collected by and processed for the use of Agility Hockey Systems software platform. All other funds collected on behalf of or directly by the administering association/organization are subject to that association's/organization's refund policy.

Failure to attend a camp/clinic without notification to Agility Hockey Systems LLC or the camp administrator will result in no refund.

If a player becomes injured at a camp/clinic or before a camp/clinic, a prorated portion of your tuition will be refunded on a case-by-case basis. A doctor's note is required.

If a player registers for a camp and the camp administrator denies enrollment based on stated restrictions (ie. In-Association players only), that player will be given a refund less a \$15 administration fee.

Cancellations due to unforeseen acts of God, including facility damage/closing complications or weather related rink/facility cancellations will be handled on a case-by case basis. These are highly unlikely to occur, but in the event they do, Agility Hockey Systems LLC and the administering association/organization reserve the right to alter the schedule or find comparable accommodations as necessary to run the camp. Prorated refunds will be considered only if no alternate plan is made available.

Agility Hockey Systems LLC or the administering association/organization reserves the right to cancel or change camps/clinics, dates, times or locations.

Agility Hockey Systems LLC has a zero tolerance policy with respect to uncontrollable behavior, bullying, hazing, alcohol, tobacco, drugs and controlled substances, weapons of any kind, or any other activity which we deem illegal or not in conformance with reasonable youth athletic camp standards. If a player is expelled due to any of the above circumstances, no refunds will be given.

If Agility Hockey Systems LLC or the administering association/organization cancels for any other reason not specified above, we will offer you a full refund.

Any requests for a refund or credit must be submitted by email to postmaster@agilityhockeysystems.com. Requests given to staff members or phone requests will not be considered. Allow 30 days during peak season for refunds to be evaluated.

In all cases, if fees received were split between Agility Hockey Systems LLC and the administering association/organization, Agility Hockey Systems LLC will only be responsible for refunding the portion we collected for services provided. Beyond that, requestor must contact the association/organization directly and follow their refund policy.