

May 15th, 2020



2020 – 21 HSL Refund Policy

It is important to note that all Hockey Super League franchise members (including all teams, coaching staff, skills coaches, players, volunteers) are NOT permitted to start training on or off-ice in groups until the Hockey Super League gives approval to do so based on the guidance from provincial and federal health authorities. All franchise members (including all teams, coaching staff, skills coaches, players, volunteers) will NOT be covered under any type of Hockey Super League insurance policy if they choose to proceed with on or off-ice group training without the approval of the Hockey Super League. Failure to adhere to these regulations could result in removal from participation in the league.

The Hockey Super League realizes that there is a great deal of uncertainty with the upcoming season and we continue to listen to authorities and monitor the situation closely with a willingness to adapt to any and all guidelines set out by our health authorities. We will continue to plan for the upcoming season to be ready in hopes that there is a safe environment for the season to start on time. We still require our athletes to be registered prior to the June 1st, 2020 deadline to be ready to start the season for scheduling and planning purposes and ensure a guaranteed delivery date of all hard and soft goods. We understand however that there are reservations in regards to the league's refund policy in these uncertain times. We want to ensure that our families know we are doing what we can to minimize any financial impact that future COVID regulations may have on the upcoming season while allowing everyone to prepare accordingly. Therefore, please see outlined below the Hockey Super League's refund policy for the upcoming 2020-21 HSL season:

2020 – 21 HSL Refund Policy

2020 – 21 Season Scenario A: Season is Delayed

If the 2020 – 21 HSL season is delayed to any capacity, each athlete will still receive their player packages and be ready for when the season opens up.

2020 – 21 Season Scenario B: All Games and Practices are Cancelled

Option A –Player Requests Refund of HSL Registration: In the event of the 2020-21 HSL season has been cancelled entirely (games, showcases and practices) the HSL will refund the full package of all registered athletes minus a \$75.00 fee. The \$75.00 per athlete will be a restocking fee that will minimize inventory costs associated with ordering both hard and soft goods. In this instance that refunds are necessary, refunds will be provided to the credit card on file so please ensure that your information is updated.





Option B –Player Chooses to Keep Hard and Soft Goods Included in Registration Package: Each player will also have the option to forgo the \$75.00 fee and receive their package in its entirety including all hard and soft goods in full if they choose to do so.

2020 – 21 Season Scenario C: Games Cancelled but Teams Able to Practice

Option A –Player Requests Refund of HSL Registration: If all games are cancelled for the 2020-21 HSL season but teams are still able to practice the HSL will refund the full package of all registered athletes minus a \$150.00 fee. The \$150.00 fee will be charged to each athlete (\$75 re-stocking fee to minimize inventory costs associated with ordering both hard and soft goods + \$75.00 for HSL insurance coverage for all non-game related on and off-ice activities for the entirety of the 2020-21 season). In this instance that refunds are necessary, refunds will be provided to the credit card on file so please ensure that your information is updated.

Option B –Player Chooses to Keep Hard and Soft Goods Included in Registration Package: Each player will also have the option to forgo the \$150.00 fee and receive their full package in its entirety including all hard and soft goods in full if they choose to do so and will also be fully covered under HSL insurance for the entirety of the 2020-21 season).

** It is important to note that if the season is shortened due to COVID 19 restrictions, the league showcase fees will not be charged to its member franchises and that money will go directly back to the individual families on their respective teams.*

*** The Hockey Super League will also be monitoring each franchise to ensure that parents are refunded accordingly if programming is scaled back or shortened due to COVID 19 restrictions.*

