



TWHA Refund Policy – Development Program

Refunds will be reimbursed to the credit card used in the registration process.

All refund requests must be received in writing via email to the TWHA Development Program Administrator at devprogram@trailswesthockey.com.

This refund policy applies to withdrawal/refund requests after a participant has fully registered and paid the Development Program registration fee (in part or in full). It does not apply to those who wish to withdraw and were only registered to be part of a lottery draw pool and no registration fee was paid.

Withdrawal & Refund requested Prior to Development Program start:

Full refund of registration fee paid less \$50.00 refund fee, if spot vacated is subsequently filled by waitlisted player/goaltender

Withdrawal & Refund requested After Development Program start:

No refund

Individual sessions missed during the program, regardless of reason, will not be refunded

Withdrawal & Refund requested for Development Program Drop-In Session:

No refund

COVID Refund Clause:

Full refund of registration fee paid if the Development Program is unable to run due to Government of Alberta/City of Calgary implemented restrictions. If the Development Program has already started and is unable to finish, any refund will be pro-rated dependent upon the program's financial obligations.