

## Quick FAQ – Online Registration

- **Can I still register my child online if I know my Respect in Sport certification is not complete/has expired?**

Yes. In past seasons VIAHA has given players up to Oct 31<sup>st</sup> of the current season for Respect in Sport to be certified prior to suspending playing privileges. PRMHA will expect you to complete registration and certify or re-certify in RiS ASAP.

- **What if I'm trying to register my child part-way through the season – is there the option of pro-rated registration fees?**

There may be, depending on when you are choosing to register your child. The Online Registration system is not intuitive enough to pro-rate registrations; please contact [prmharegistrar@gmail.com](mailto:prmharegistrar@gmail.com) for assistance.

- **When will I receive my tax receipt for registration fees?**

The Online system will now provide a “Print Receipt” option after you finalize check-out. You can now manually print your own tax receipts; they will not be emailed out to you via the Registrar any longer.

- **I have applied for financial assistance with registration fees and am waiting to hear back. Can my child play now?**

Yes but PRMHA's policy is that any shortfall of registration fees (the difference between the registration cost and the anticipated financial assistance) must be paid **IN FULL prior to** your child being permitted to take the ice. Payment plans may also be

available depending on the shortfall. Complete your registration online and enter your financial assistance provider and confirmation number of application in the space provided. In the Fees screen, there should be an applicable discount to choose for pending financial assistance. If these options do not show up for you accurately, please contact [prmharegistrar@gmail.com](mailto:prmharegistrar@gmail.com) for assistance.

- **Why is PRMHA now collecting the fundraising fee up front, instead of it being post-dated like in the past?**

It was a huge and ineffective process to have to handle hundreds of post-dated cheques, and in some cases registration was being made without the fundraising fee being paid, and PRMHA was chasing down parents halfway through the season for this fee. It is the practice of most MHA's to collect fundraising fees in full up front at time of registration, and arrange to reimburse them only if the player withdraws or moves before they can participate in the fundraising raffle. PRMHA is now adopting this practice too.

- **What if I registered my child and paid by credit card, but he/she chooses to withdraw and we request a refund?**

PRMHA does have a refund policy with respect to withdrawals/players who move away mid-season. Refunds will be calculated according to the policy and paid by cheque back to the parent, not credited back to the VISA or Mastercard. Please contact [prmharegistrar@gmail.com](mailto:prmharegistrar@gmail.com) for assistance with any withdrawal requests.

- **Can the Third Child discount be applied to blended families?**  
Unfortunately not, the PRMHA policy with respect to this heavily discounted registration fee category is for it to apply to biological siblings only.
- **What are the “Integrated / Female Combo” registration packages?**  
These packages are for a female player who would like to participate in both the integrated (house) program and the female program. The combined registration fee has been discounted to avoid paying double administration fees. There is additional paperwork involved to get BC Hockey approval to dually roster female players; the Registrar will contact you shortly after registration to provide this form for your completion.
- **Why can't I register my daughter for the “Integrated / Female Combo” registration package AND rep tryouts?**  
The female only program is recreational hockey and if your daughter is successful in rep tryouts, she cannot participate in an additional recreational program. At initial registration, please register your daughter in the Integrated program only and choose Rep Tryout as an additional fee at Checkout. If she ends up playing recreational (house) hockey, we can manually add the female program to her registration at a later date.