



Payment Policy

1. Fees for all programs must be paid in full or participants must be involved in a payment plan. **Payment plan will have an added 5.5% processing fee.**
2. Any registered player who leaves Queen City Royals without paying the entire program fee (unless granted a release) will be deemed as “not in good standing” with the Queen City Royals and USA Hockey.
3. Any member who does not satisfy an outstanding balance from any prior season will not be allowed to register for any Queen City Royals program until the prior balance is paid in full or arrangements have been made.
4. Extended payment plans due to financial hardships maybe requested. Upon receipt of documentation supporting hardship circumstances, the Queen City Royals Hockey Director will arrange and approve extended payment plans. Any default of the extended payment plan will result in all outstanding balances due in full immediately.
5. Members with payment delinquencies or failed charges that are not immediately satisfied will be subject to immediate suspension from all program activities until the delinquency amount is settled.
6. Unsuccessful charges due to unforeseen circumstances with the card holder’s account (stolen card or card cancellation) will be granted a single grace recharge without a fee. The participant must provide the replacement payment information within 48hours of notification of the failed charge.
7. If there is an unsuccessful charge, members can authorize the Queen City Royals organization to use another credit card to rectify the unsuccessful payment. There will be a \$25 fee to rectify this unsuccessful payment.
8. By giving Queen City Royals Hockey Program permission to charge your credit card for payments, this shall remain into effect until Queen City Royals Hockey Program is given written notification from the member to terminate this agreement. This written notice must be received 30 days before the next payment is to be made. This will allow the organization to make the change to payment in a timely manner. Cancellation of this authorization to charge does not cancel the participant’s payment obligations still owed to the Queen City Royals Hockey Program.
9. Members agree to pay all program fees according to the Card Issuer Agreement and these terms also.

Participant’s name (printed): _____
Participant Signature: _____ Date: _____

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Queen City Royals Hockey Refund Policy

1. All Travel Program tryout fees are non-refundable or transferable under any circumstances.
2. Once a position on a team has been accepted, and the commitment payment has been made, the parent or legal guardian assumes financial responsibility for the entire season fees. The commitment payment of \$750 is non-refundable.
3. Program fees are non-refundable and non-transferable from player to player or season to season. An exception to the non-refundable policy is a portion of the unused fees for a season-ending injury prior to December 31, 2024.
4. The Queen City Royals Hockey Director will review requests for a medical refund. All refund requests must be made in writing to the Queen City Royals Hockey Program and proper documentation from a physician stating the injury is season ending. Refunds granted will be pro-rated based on the amount of participation that was had during the season.
5. In no case will more than 50% of the program fee be refunded
6. No refund request will be considered after December 31, 2024, for any reason.
7. Program fees will not be refunded for any player who accepts a position on a team and then opts for another organization/team thereafter. Releases will not be granted until member balances have been paid in full.
8. The Queen City Royals Hockey Director will review all requests for a refund.

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Queen City Royals Hockey Program Disciplinary Policy

Statement of Policy and Intent

It is the belief of the Queen City Royals Hockey program that ALL participants including but not limited to; players, coaches and parents, always exhibit the qualities of good sportsmanship and civile behavior. ALL participants must abide by the Code of Conduct of the association.

It is the intent of the Queen City Royals Hockey Program to provide a fair and impartial reviewing procedure to determine whether or not members have been involved in misconduct while participating event. It is not the intent of this policy to provide a complete list of all of the unacceptable infractions that may occur throughout the season. This policy will be used as a guideline to handle each infraction as they happen. All infractions regardless of severity, will be reviewed by the disciplinary committee on a case-by-case basis. Participants included but are not limited to: spectator, parent, a volunteer minor game official (clock keeper or score keeper or penalty box attendant), a player or coach of the Queen City Royals Hockey program.

When it is found that a member has violated the Code of Conduct, the Queen City Royals Hockey Program will address the behavior and hand down a discipline decision based on the guidelines set forth in the Code of Conduct.

Queen City Royals Hockey Program suggests handling issues in the following manner:

1. Involved player has a conversation with their coach.
2. The player's parents make a phone call to the coach.
3. The coach will set up a meeting with the player and parent.
4. If necessary, the organization will organize a meeting with all involved.

If the Hockey Director must be involved, all meetings must be set up within the time constraints of the schedule. It is the hockey departments responsibility to develop players on and off the ice.



Queen City Royals Discipline Committee

The committee will consist of at least three reasonably disinterested and impartial people.

Committee Duties

1. Review the allegations of misconduct.
2. Determine if an individual has violated the Code of Conduct.
3. Issue penalties based on the severity of the offense when the violation has occurred.
4. The committee will meet as necessary during the regular season to perform their duties.
5. The committee reserves the right to review all misconduct and game suspensions penalties to determine if additional disciplinary action is warranted and to assure game suspensions are appropriately served and documented.

Mike Busto
Queen City Royals Hockey Director
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Committee Hearings

After (3) written warnings have been issued

A punishable suspension that could cause participant to be suspended for more than 3 games or terminated from the organization. These offense could include the following but not limited to:

Purposeful attempt to injure a player on or off the ice.

Physical Altercation with teammates or coaches (on or off the ice).

Inappropriate Sexual Misconduct toward any player, coach, parent or spectator.

The Queen City Royals Hockey Program reserves the right to enforce extreme situations on a case by case basis and expedite the progression of penalties, terms and condition outlined

Notice of Disciplinary Meeting

1. All persons requested to attend a disciplinary meeting will be given 48 hours advance notice of scheduled hearing.
2. Notice of requests to attend a disciplinary hearing will be arrange by the Queen City Royals Hockey Program and may be communicated by telephone or email.
3. Should a participant be unable to attend a scheduled hearing a written statement of fact may be submitted by the participant to the Discipline Committee prior to the hearing being held.
4. Minutes will be taken during the hearing and retained for the remainder of the player's parent, coach or spectators time with the Queen City Royals Hockey Program.
5. Results of the Disciplinary Committee's decision will be provided in writing to all parties involved with 48 hours of the review

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