Refund Policy

It is our goal to provide a quality product at a competitive price. In planning program seasons we incur costs which occur prior to any programs running or registration fees being collected. This is why in many cases we must retain a portion of a paid program fee if a refund is requested.

- If 75% of a program is provided, a refund will not be provided.
- If less than 75% of a program is provided, refunds will be issued on a pro-rated scale less a 20% administrative fee.
- IF we do not get enough snow to operate, or the Health Department cancels our program, we will retain a 20% fee.
- If you need to pull your athlete more than 30 days prior to the program starting, a full refund will be made.
- If you need to pull your athlete with 29 or fewer days prior to the program starting, a 20% fee will be retained.
- If there is not enough snow to operate we will also provide the option to roll-over your program fees to the following year. No administrative charge is taken.
- If you would like to donate your program fees, an option we would be so grateful for, no administrative charge is taken.

Other refund requests: A refund request for voluntary, or involuntary (injury) reasons must be approved by the MSRA board of directors. Requests need to be submitted to the program director in a timely manner, as to give time for approval. If a refund is requested because one has registered for an inappropriate program for their child, we will try to find the appropriate program to move your child into and refund the difference of the program fees. If an appropriate program is unavailable, MSRA will retain 20% of the program fees.