



## Frequently Asked Questions?

### Registration 2015-2016

#### **Who can register to play hockey in SouthWest?**

Players aged 4 – 19 who live within the geographical boundaries of SWMHA as defined by the OMHA are eligible to register for hockey in SouthWest. Players who live outside this area must register in their home centre prior to being considered for eligibility on any SWMHA travel teams. Players that live outside our boundary are encouraged to play in their designated area; otherwise they can be allowed to play Local League only in SWMHA.

#### **How do I register to play hockey in SouthWest?**

All players must register ON-LINE using Visa or MasterCard. Registration is offered each year for a limited period of time and we encourage you to register early.

#### **What if my family cannot afford to pay for registration, is there any way we can still play hockey?**

Yes, there are several organizations that will assist families listed on our website.

#### **Why do I need to pay with a credit card?**

We are now performing online registration and the only way we can currently accept funds via the on-line registration system is with a credit card. This is driven by Hockey Canada (HCR) and our current web provider. To complete registration we need to have payment.

#### **What happens if I don't have a Visa or MC?**

Although most people do have a VISA or MC, we understand that some families might not. For this reason, our payment system is set up to allow a different name on the credit card from the name of the family registering. We would ask that you make arrangements with a family member or friend that does have a suitable credit card to make payment on your behalf and you can reimburse them directly. Another option is to purchase a prepaid credit card from your local convenience store prior to registering your son/daughter. Please contact our registrar (Derek McEachren) via email if you have any further questions.

### **Doesn't registration seem like a lot of money?**

We are a non-profit association. Operating fees for hockey continue to increase each year with rising ice costs, HST and insurance. We strive at SWMHA to keep our costs reasonable for families as well, by offering fundraising events each year. It is important that our families participate in these events, to keep our costs affordable. NOTE: We have not had a price increase in the last two years. Infact we have lowered registration.

### **Why do I need to pay a volunteer fee?**

Volunteers help run SWMHA. Every family with a registered player in SWMHA must submit the volunteer fee – even the members of the SWMHA executive. Without the help of volunteers, the cost to operate SWMHA would be substantially higher. Every family who has a child or children registered with SWMHA must submit payment for volunteer and will be reimbursed once volunteer hours have been completed. There are many opportunities for volunteers and this year they will be listed on the SWMHA website and updated throughout the year so check back often for details.

### **I am worried about the security of providing information over the internet?**

Because SWMHA is using (HCR) Hockey Canada Registry for our players you can feel safe and secure when providing your personal information:

- All information within the members area is 128-bit encrypted (the same as online banking - remember - even if you don't personally use online banking, your bank does and as such your data is already securely stored on the internet)
- Credit card information is never stored, nor accessible to SWMHA
- With multiple back-ups, the latest firewall technology and advanced physical security, your data is secure.

### **Should I be concerned about privacy?**

Your personal information, such as names, home addresses, email addresses and telephone numbers are private and confidential. The information provided is stored in a secure location and is accessible only by designated administrators and used only for the purpose for which you provided the information. There are no circumstances under which your sports organization, or Hockey Canada Registry will provide or sell personal information to third parties.