Member Late Payment Policy

Effective Date: 11/17/2026

Applies to: All registered players & member families

Purpose

The Carolina Junior Hurricanes Hockey Association (CJHHA) is committed to providing a high-quality hockey experience while maintaining the financial stability necessary to operate its programs. Timely payment of player fees is essential to meeting the association's financial obligations, including ice rental, coaching, league fees, equipment, and other operating expenses.

This policy establishes clear expectations for member payments and outlines the procedures for managing delinquent accounts.

Payment Expectations

- Families are responsible for paying all player registration fees and other required program charges according to the payment schedule established at registration.
- All player accounts for the Fall/Winter season must be paid in full no later than December 31 of the applicable season, unless an alternative arrangement has been approved in writing by the association.
- Fees for Spring and Summer programs are due according to the payment schedule provided in each program's communications.

- All notices under this policy will be sent by email to the address on file in the family's registration account. Families are responsible for keeping their contact information current.
- Refunds and player releases are governed by the CJHHA Refund Policy (STAFF: insert link to Refund Policy).
- Families are expected to monitor their accounts and ensure scheduled payments are made on time.
- Failure to receive a payment reminder does not relieve a family of its payment obligations.

Past-Due Accounts

An account is considered past due when a scheduled payment has not been received by its established due date.

The association will generally follow this process:

1. **Initial Reminder:** The family will be notified when a payment becomes past due within 5 days of the missed payment and asked to bring the account current.
2. **Formal Notice:** If the balance remains unpaid after 14 days, the family will receive written notice identifying the outstanding amount, the deadline for payment, and the potential consequences of continued nonpayment.
3. **Escalation:** If the account remains delinquent after the stated deadline, the matter may be referred to the Finance Committee for further action, which may include the participation restrictions described in Section 4.

Families are encouraged to contact Ashley Willis (bookkeeper at ashley.willis@juniorhurricanes.org) promptly if they anticipate difficulty meeting a payment obligation.

Accounts Not Paid in Full by December 31

Any account with an outstanding balance after December 31 will be considered delinquent unless a written payment arrangement has been approved by the association.

For accounts that remain delinquent, the association reserves the right to take the following actions:

- **January 1–31 (Grace Period):** The player may continue to participate in team activities. The family will receive formal written notice of the outstanding balance and the February 1 deadline.
- **February 1:** The player will be suspended from all team activities until the account is paid in full or an approved written payment arrangement is in place.
- **March 1:** The player may be removed from the official team roster and will be deemed not in good standing (see Section 5). The association may also pursue other lawful collection remedies which may include reasonable collection fees

Suspension from team activities includes practices, games, tournaments, team travel, and team events. Fees remain owed during any suspension, and no credit or refund will be given for ice time, games, or activities missed due to suspension.

Players Not in Good Standing

Any registered player who leaves CJHHA without paying the full outstanding program fee (unless granted a release or refund under the CJHHA Refund Policy) will be deemed not in good standing with CJHHA, the Carolina Amateur Hockey Association (CAHA), and USA Hockey.

Players with any delinquent program, registration, or equipment fees will also be considered not in good standing.

Any member with an unpaid balance from a prior season will not be allowed to register for any CJHHA program until the balance is paid in full.

CJHHA may petition CAHA to require that all outstanding fees be paid before the player registers for any program or organization within CAHA or USA Hockey.

The above applies to all players within a family where a delinquency exists for one player, but the family has multiple players within the family.

Financial Assistance, Hardship & Payment Arrangements

CJHHA recognizes that unexpected financial circumstances may arise. CJHHA offers Financial Aid and Crisis (Hardship) Fund programs for families who meet the eligibility requirements. Program details are posted on the association website under '2026-27 Junior Canes Program Guide.' Families experiencing financial hardship should contact the CJHHA Finance Director, Lori Parro, at lori.parro@juniorhurricanes.org before an account becomes significantly delinquent whenever possible.

The association may approve an alternative payment arrangement at its discretion. Staff may approve arrangements that fall within guidelines set by the Finance Committee; arrangements outside those guidelines require Finance Committee approval. Any approved arrangement must be documented in writing and include the agreed payment amounts and deadlines.

Payment arrangements are exceptions to the standard policy and do not automatically establish a precedent for other accounts.

Requests for financial assistance and information about delinquent accounts will be kept confidential and shared only with the Finance Committee and, when a participation restriction applies, with the team's head coach and team manager as needed.

Exceptions & Administration

The staff, under the oversight of the Finance Committee, are responsible for administering this policy and communicating with families regarding delinquent accounts.

Exceptions must be approved by an authorized association representative (BOARD: specify the role(s) authorized to approve exceptions, e.g., Executive Director, with exceptions above a set dollar amount going to the Finance Committee) and documented in writing. The association will seek to apply this policy fairly and consistently while meeting its financial obligations to the membership.

A family that believes a balance is incorrect, or wishes to appeal a suspension, may submit a written request to the Finance Director, at lori.parro@juniorhurricanes.org

within 10 days of receiving notice. The Finance Committee will respond within 14 days. The account remains subject to this policy while the appeal is under review.

Delegation of Authority – The Board of Directors adopts this policy and retains sole authority to amend it. The Board delegates day-to-day administration of this policy to the (BOARD: name the staff role, e.g., Executive Director), who may establish and update administrative procedures, including notice timing, communication methods, forms, and contact information, provided they are consistent with this policy. Staff may not change payment deadlines, participation restrictions, good-standing rules, fees, or collection remedies without Board approval.

Staff will report delinquent accounts and approved payment arrangements to the Finance Committee monthly, without identifying families except where necessary for a Finance Committee decision.

Annual Review – The Board will review this policy each year before registration opens.

Acknowledgement

By registering a player with CJHHA, families acknowledge their responsibility to meet the established payment schedule and understand that failure to do so may result in the actions outlined in this policy.

The association appreciates the cooperation of all member families in meeting their financial commitments and supporting the continued success of Carolina Junior Hurricanes hockey.