



## **REGISTRATION FAQ 2025-26 SEASON**

*Please ensure you read this document in its entirety as it should answer your questions. If you have read this document in full and checked the links below and still have questions, feel free to email the Registrar.*

### **IMPORTANT LINKS:**

[Main Registration Page](#)

[Fees and Policies](#)

[Important Season Dates](#)

### **REGISTRATION PHASES:**

**PHASE 1 (EARLY BIRD RATES):** May 15 - RETURNING ATHLETES FROM 2024-25 SEASON

- Must have been rostered to a RMMHA team in the 2024-25 season.

**PHASE 2a (EARLY BIRD RATES):** June 1 - RETURNING ATHLETES FROM PRIOR TO 2024-25 SEASON

- Athletes who played with RMMHA in the past, but not last season (2024-25) are considered NEW athletes for purposes of priority registration eligibility with Teamsnap. *You do NOT need to re-submit intake documents.*
- **Teamsnap registrations for ineligible athletes submitted before June 1st will be deleted.**

**PHASE 2b (EARLY BIRD RATES):** June 1 - NEW OR TRANSFERRING ATHLETES

- **New and transferring athletes** may submit the required documentation at any time via the online forms, and Teamsnap registration will be available as of June 1 once eligibility has been confirmed and approved by PCAHA.

### PHASE 3 (REGULAR RATES): June 15 - ALL ATHLETES

- In the case of transferring athletes, all transfer documents must have been received and approved by PCAHA.

### **POLICIES TO BE AWARE OF:**

#### Delinquent Accounts

Athlete accounts that are deemed to be recurrently delinquent over the course of two consecutive seasons will be required, upon registration for the following season, to pay Registration Fees and Training Camp fees (if applicable) upfront and in full. Also note:

- "Recurrently delinquent" is defined as: at least three separate correspondences requesting the family to clear their balances owing in the preceding two seasons.
- Athlete accounts in this classification will be required to pay 'A' Athlete fees (if applicable) in full upon receipt of invoice. Installment plans will not be available.
- Failure to pay any applicable 'A' Athlete fees in full within 48 hours of receipt will result in the immediate removal of the athlete from on-ice activities.

#### Mandatory Name Bars

All RMMHA A and C U11-U18 athletes are required to have name bars for their red and white jerseys. This is to steward a sense of Rustler Respect Desire and Pride in all of our athletes regardless of the stream they are playing in. The cost for this will be collected for each athlete who needs them in Teamsnap online registration.

- If your athlete has name bars from previous seasons, you are NOT required to buy new ones.
- You can also select this option if you already have name bars, but just want new ones.
- If you choose the opt-out option but your athlete DOES require name bars, you will be charged \$50 in addition to the cost of the name bars.
- Once name bars are produced, they become the responsibility of the family to keep safe in the off-season. Application and removal vendors will be at the team's discretion, and jersey deposits still stand.
- More communications will go out to those who are ordering name bars regarding what is to be printed etc.

## WHAT SHOULD I HAVE ON HAND **BEFORE** I START THE REGISTRATION PROCESS?

- **Returning athletes:** have your Hockey ID Number on hand. This [page](#) will help you find it. Please do not request this number from the Registrar.
- **Mini-Rustler or new-to-hockey athletes:** you have additional documentation to complete. Ensure you have visited [this page](#) before trying to register.
- If you have 3+ children registering, you have requested the discount to be applied by the Registrar (see exceptions below).
- [Medical Form](#) completed for each athlete and PDF's ready to upload.
  - Must be completed new each year
  - We have found it is much easier to upload documents when using a computer, versus a mobile device.
- **CHECK WITH YOUR ATHLETE ABOUT THEIR POSITION** prior to registering. Our division caps are dependent on how many goalies register. If your athlete is a goalie who decides to be a skater, this will affect our division caps. Entering accurate positions during registration is vital to ensuring we have enough goalies for each team. **It is also vital to register your athlete as a Forward or Defense based on what they will play during the year. Whatever they are registered as will be what they are evaluated as and what they will be expected to play as. Switching positions after registration has been completed will be considered on a case by case basis by the VP of the program, and may not be approved!**
- If you register your athlete in the wrong HOCKEY CANADA DIVISION, your athlete's registration will be **cancelled** and you will need to **redo it**. Ensure you know which division your athlete is in based on their birth year:

DIVISION	BIRTH YEAR(S)
Mini-Rustlers	2021
Intro to Hockey	2020
U7	2019
U9	2017 / 2018
U11	2015 / 2016
U13	2013 / 2014
U15	2011 / 2012
U18	2008 / 2009 / 2010
U21 'A'	2005 / 2006 / 2007
U21 'C'	2005 / 2006 / 2007

### **A reminder about waitlists:**

Do not delay in registering during the first Phase you are eligible for. Simply being a returning player from last season does NOT guarantee a place on a roster this season, regardless of which team your athlete played on. There were waitlists in U11-U18 last season.

### **WHY DO I NEED TO SUBMIT RESIDENCY DOCUMENTS EVERY YEAR?**

Hockey Canada requires that residency has been confirmed annually as there are geographical boundaries that determine which association is your home association, and within a year's time, families may move into new homes sometimes outside of those boundaries. *Only residents of Maple Ridge and Pitt Meadows are permitted by the set geographical boundaries to register with RMMHA.* In order to ensure we comply with this requirement, residency documentation must be provided to check for any changes in your athlete's primary residence from year to year.



*For the 2025-26 season, residency documents will be checked in person at your athlete's first Training Camp / Evaluation session. THEY WILL NOT BE UPLOADED TO TEAMSNAPE.*

***Athletes who cannot prove residency at the first check-in session will not be permitted on the ice.***

For proofs of residency, please provide the following:

BC DL or BC ID **AND** Car insurance **AND**;

**ONE OF:**

Hydro Bill

Cable/Satellite Bill

Gas Bill

Utility Bill

Property Tax Bill

GST statement, income tax assessment, child tax credit

- All proofs of address must be no older than 2 months. Bills must show the entire full page bill, including name and address.
- We cannot accept telephone/cellular bills, bank or credit card statements, or rental/lease agreements as proofs of address.

- Car insurance plus Driver's Licence is considered to be **ONE** proof.



**NEW athletes of any division, and TRANSFERRING athletes, do not have to bring proof of residency to their first check-in as they have been checked for this season already during pre-registration.**

### DO I HAVE TO SUBMIT THE MEDICAL FORM AGAIN?

Yes, you must submit it each year as the document moves with your athlete and is eventually accessed by your HCSP when placed on a team. Also, submitting the medical form with registration means that Division Managers and the Evaluation Teams will have this information in the event of emergency during 'A', 'C' or 'H' evaluations before teams have been formed. **This form is required for each athlete and the registration will not proceed until it has been uploaded. DO NOT UPLOAD A DUMMY FORM!**

- The [link](#) can be clicked directly from the instructions area in the Forms section of the registration form. It will open a new window.
- **IT IS BEST COMPLETED USING A LAPTOP/DESKTOP**
- When you complete the form, you can either download the PDF from the "thank you for submitting" screen (be patient while it downloads - can take a few seconds) **OR** download a copy of the PDF from the submission confirmation email you will receive.
- Upload this PDF to the TS registration under Medical Form.
- Remember to click "DONE" on the right side of the form.
- The form must be completed for EACH athlete.
- You can fill out this form any time and upload the PDF to the registration. Click this [link](#).

### WHEN DO I SUBMIT MY JERSEY AND VOLUNTEER DEPOSITS?


You will submit two separate jersey deposit and volunteering deposit cheques at your first evaluation check-in (Training Camp for 'A' athletes, Evaluations for 'C' and 'H' athletes). Athletes who do not provide both cheques at the first check-in will not be permitted on the ice. More details on the volunteer policy can be found [here](#).

- Volunteering:
  - Made out to RMMHA
  - Dated April 1, 2026
  - Amount: \$250
  - "[Name of ELDEST/SOLE child & Division] - Volunteering Deposit" in the memo section
  - One per **FAMILY**

- Jerseys:
  - Made out to RMMHA
  - Dated April 1, 2026
  - Amount \$350
  - “[Name of child & Division] - Jersey Deposit” in memo section
  - One per **ATHLETE**
- FORMS OF PAYMENT ACCEPTED: **CHEQUES OR BANK DRAFTS \*ONLY\***. NO CASH WILL BE ACCEPTED.
- All families will be required to fulfil a MINIMUM of six (6) hours of volunteer hours. Details are on the volunteer page on our website.

### I HAVE 3 (OR MORE) KIDS REGISTERING. HOW DO I GET THE DISCOUNT?

*Before initiating the registration process on TeamSnap*, contact the [Registrar](#) to request that the discount be applied to your cart using the Hockey ID number of the athlete with the lowest fees. You will not need to enter a code.

 **EXCEPTION:** *If any of the 3+ athletes are **provisional** athletes, this discount will not be offered unless the provisional athlete(s) is released back to RMMHA for the season. Registration fees owing, and 3+ children discounts, will be calculated at that time.*

### I WANT TO MAKE OFFLINE PAYMENTS FROM MY BANK ACCOUNT. HOW DO I DO THAT?

RMMHA does not accept any other methods of payment besides credit cards via Teamsnap. **Please note:**

- Playpay was discontinued as of the 2022-23 season. **Please do not request to pay by e-transfer, we do not have the mechanism to do that.**
- Pay Offline option has been discontinued as of the 2023-24 season.

### MY FAMILY IS EXPERIENCING FINANCIAL HARDSHIP - WHAT OPTIONS ARE AVAILABLE TO US?

There are several organizations in our community that provide financial assistance. Please see [this page](#) for more information. Be advised that these organizations will seek to establish your level of need; be prepared to provide documentation, and that it can take many weeks to hear back regarding your application. Families who are in the process of applying for assistance must advise the Registrar by forwarding copies of the submission confirmations. Regardless of submitting confirmations of

applications, all registrants must, at minimum, pay the \$150 deposit per athlete and have installments set up. Any funds received on your behalf will be credited to your balance thereby reducing the number of payments.

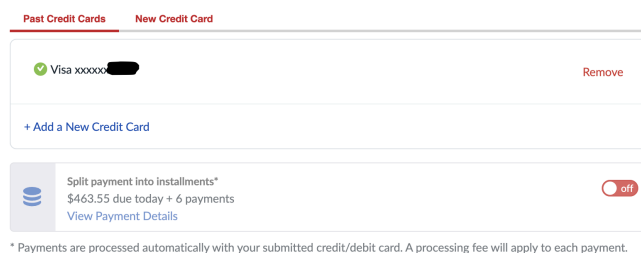
*All subsidy correspondence is held in the strictest confidence and privacy is assured.*

## HOW DO I SET UP INSTALLMENTS?

When you get to the final screen in the registration (Checkout), you will need to click the installments slider where it says “off” and it will turn the slider green.

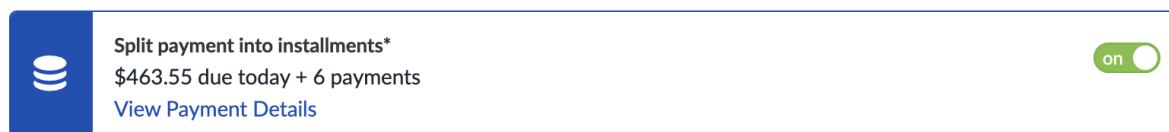
**NOTE: IF YOU DO NOT TURN ON INSTALLMENTS AT THIS STAGE, YOU WILL NOT BE ABLE TO TURN THEM ON AFTER CHECKING OUT. The registration process would have to be REDONE IN FULL.**

### Step 2: Confirm Payment and Finish Checkout



The screenshot shows the checkout interface. At the top, there are two tabs: "Past Credit Cards" and "New Credit Card". Under "Past Credit Cards", there is a card starting with "Visa xxxxxx" and a "Remove" button. Below this is a link to "+ Add a New Credit Card". At the bottom, there is a section for "Split payment into installments\*" showing "\$463.55 due today + 6 payments" and a "View Payment Details" link. To the right of this section is a toggle switch currently set to "off".

\* Payments are processed automatically with your submitted credit/debit card. A processing fee will apply to each payment.



This is a close-up of the installment payment toggle switch. It shows a blue icon of a stack of coins, the text "Split payment into installments\*", "\$463.55 due today + 6 payments", and a "View Payment Details" link. To the right, the toggle switch is now turned "on", indicated by a green circle.

## MY ATHLETE'S REGISTRATION WAS DELETED. WHY?

If your athlete's registration was deleted and refunded, these are the possible reasons:

1. You registered a Provisional athlete and a Regular athlete in the same session.
2. You registered a Provisional athlete and chose installments instead of paying in full.
3. You registered an athlete as a Provisional who is not eligible to be registered that way, ie:
  - a. Athlete is U13 or younger
  - b. Athlete is trying out for an unsanctioned program

- [illegible]

- **NOTE:** If you have more than one athlete to register and one or more are Provisional, you must do one registration session for the Regular(s) and a **separate session** for the Provisional(s).
- **Proof of registration** in external tryouts will be required to show you are registering in the correct stream and that your program is eligible.
- **BCHL has withdrawn from the Hockey Canada** umbrella and is now **UNSANCTIONED**. *This means you cannot apply as a Provisional if this is the only external program you are trying out for. If you want to have a back-up, you will need to register as a Regular athlete.*

I AM REGISTERING MY ATHLETE AS A PROVISIONAL. WHAT DO I UPLOAD FOR THE CONFIRMATION OF EXTERNAL TRYOUT DOCUMENT?



You can upload a PDF of the email from the administrator of the program confirming you are registered, or a receipt/statement, etc.

MY CHILD IS TRYING OUT FOR AN EXTERNAL PROGRAM. DO I NEED TO REGISTER WITH RMMHA AS WELL?

Yes. Some divisions will fill up in both A and C and completing a Provisional registration reserves your athlete's spot should they wish to return. RMMHA must account for your child in the registration numbers as there are limited roster positions available. There is a \$50 fee associated with this called a "Hold Fee" that covers the extra administration of a Provisional registration. If your athlete is released back to RMMHA, the \$50 will be applied to your registration fees. ***This fee is non-refundable in the event of signings to the other program.***

MY CHILD IS TRYING OUT FOR AN EXTERNAL PROGRAM. DO I NEED TO PAY MY REGISTRATION FEES?

No. Registration fees are not required to complete a Provisional registration. However, Registration fees will be due immediately upon return to RMMHA **before your athlete can hit the ice.**

MY CHILD IS TRYING OUT FOR AN EXTERNAL PROGRAM. DO I NEED TO PAY MY TRAINING CAMP (AKA 'A' EVALUATION) FEES?

Yes, you need to pay the Training Camp fee as it is assumed your athlete will want to join those if they return to RMMHA and we will need to ensure they are accounted for in our budget and ice allocations. *The Training Camp fee and Hold fee in a Provisional registration MUST be paid IN FULL. **Installment plans will not be accepted for a Provisional registration. If installments are chosen, the registration for the provisional athlete will be deleted.***

- *NOTE: If you are registering more than one athlete and one (or more) of them is a Provisional, they MUST be registered separately from any Regular registrants.*

MY CHILD WAS SIGNED TO AN EXTERNAL PROGRAM AND WILL NOT PARTICIPATE IN THE RMMHA TRAINING CAMP - WILL I GET A REFUND OF THE PROVISIONAL HOLD FEE AND/OR TRAINING CAMP FEE?

Yes, you will get a refund of the Training Camp fee *providing you withdraw at least 15 days prior to the start of Training Camp, as per policy.* The Hold fee is

non-refundable (unless released back to RMMHA, which will then become a credit on your registration fees).

MY CHILD WAS RELEASED BACK TO RMMHA AFTER TRYING OUT FOR AN EXTERNAL PROGRAM - WILL THE PROVISIONAL FEE BE APPLIED TO MY REGISTRATION FEES?

Yes, the provisional hold fee will be applied to your regular registration fee in the event your athlete is released back to and registered with RMMHA. Before completing a Regular registration, you will need to advise the Registrar to apply the \$50 as a credit. An automatic deduction of \$50 will then occur in your Cart.