

## Frequently Asked Questions

1. I forgot my password. How do I find it?

**Click on the “Forgot your password” link located on the Registration page. You will be asked to enter the email address that you use to login. The password will be emailed to you.**

2. Is there a way of changing my password?

**Yes. You may edit your password by clicking on the “Change your Password” link located under “Other Options” on your main registration page once you login.**

3. I could not print my invoice/confirmation page. Is there a way of printing my invoice after I have already registered?

**Yes. If you log back into the Online Registration site, you will receive a listing of all of your Registrants and you will be given the option to view and print the receipts from there.**

4. I chose cheque payment when I registered. I have changed my mind; I would rather pay online by credit card. How do I do this?

**You can't. You will have to contact the BYHA and get them to discard your registration. You will have to re-register again with the proper payment option. Also, you can come into the office and pay by credit card at the office.**

5. I have not paid my registration fees in full, will my child still be placed on a team?

**No players are placed on a team until full payment has been received.**

6. When do I need to register my child for the next season to be eligible for the savings period?

August 14 is the deadline for the savings period. However, players being registered for Minor Midget to Juvenile and for Hockey School and Mini Troopers do not have a fee increase after June 30.

7. How much does hockey cost in 2009/2010?

**We have not increased the registration fees from the rates of 2008/2009. This year's registration fees are:**

**Novice to Bantam - \$385 prior/\$435 after August 14**

**Minor Midget to Juvenile - \$385**

**Mini Troopers - \$290**

**Hockey School - \$290**

**Goalie School - \$225**

8. Can I pay with cheques?

**Yes, up until June 30. From July 1 payment must be by cash, debit or credit card – MasterCard and Visa.**

9. Can I pay in installments?

**No payments must be made in full.**

10. When will I be contacted as to what team my child is on?

**For the Recreational League, the Coaches meeting will be held on September 16 so you can expect a call following that meeting.**

**For Mini Troopers and Hockey School you will be contacted following September 13.**

11. When does the Hockey Season start?

**Traditionally the season starts the 3<sup>rd</sup> weekend in September. Watch the BYHA website in late August for updates.**

12. Can I request a specific coach or team for my team to play on? Can I request that my child play with his friend for car-pooling purposes?

**The BYHA does not allow for such requests.**

13. What documentation do I need if I want to coach?

**The BYHA requires that all volunteers submit a police check. Forms, to be submitted to Peel Region Police Services, are available at the BYHA office. Coaches are also required to attend a Hockey Canada Coaching Clinic – specific to the age group and level you will be coaching in – that the BYHA hosts.**

14. Where do I sign up to be a house league coach?

**Coach application forms can be found on the coaches forms page of the BYHA website. Please complete and return to the BYHA office.**

15. How will I find out my child's schedule?

**The BYHA posts all schedules on its website. Once you know what team your child is on you will be able to access all game and practice schedules. This will be posted in mid September.**

16. I am moving to a new home. What address do I put on the form if we have not moved yet?

**Please use your new address when registering. If you do not have your new phone number as yet put in the phone number you have now and email [info@bramptonyouthhockey.com](mailto:info@bramptonyouthhockey.com) with your new phone number. It is your responsibility to notify the hockey office in the event of a move or if contact information needs to be updated.**