

Fundraising Program – FAQ

Attention

- Please do not send any funds before completing the sponsor form.
- Kindly add a note to your payment (e-transfer/cheque) indicating player and team name

1. How many sponsors can I have?

- a. You can have as many sponsors as you wish, however, there are only two lines available for the sponsor bar on the back of the jersey.

2. How much I can raise to sponsor my child?

- a. We recommend a minimum of \$300, but you can raise any amount. Please be advised that any excess registration fees, HST will apply.

3. What is the difference between online payment and offline payment?

- a. Online payment: we identify the payment immediately and send the order to produce the bar.
- b. Offline payment: bar order will only be sent after payment confirmation.

4. My sponsor's name is too long, how can I fit it into 14 characters?

- a. If you have only one sponsor, you can use both lines. If you have two, please try to shorten them. In some cases, we can decrease the font size to fit the bar.

5. Final payment for registration fee is June 25th, can I use the sponsor money to cancel or deduct the registration fee amount from my credit card?

- a. Yes, but funds need to be received at least a week before the due date to allow us time to process them.

6. Our sponsor paid the full amount. We also paid the full amount by credit card before the sponsor. How and when will the amount be credited back?

- a. If sponsor payment is received before the payment deadline (June 25th), we will issue a refund to your credit card.
- b. If sponsor payment is received after the payment deadline, we will issue a refund to your credit card if the amount is less than \$100.
- c. Any amount over \$100 and sponsor funds in excess of the registration fee, a cheque refund will be issued and mail it to parents, likely in early August.

- 7. My sponsor gave me the funds and I applied for my child's registration; how should I proceed from now on?**
- a. Make sure to complete the online sponsor form, indicating that the amount was paid directly to you. In this case, you will also need to send a \$25 administrative fee if the sponsor bar is required.
- 8. I registered my child and paid with my business credit card; how can I order the sponsor bar?**
- a. Make sure to complete the online sponsor form, indicating that the amount was paid at the time of registration ("direct"). In this case, you will also need to send a \$25 administrative fee if the sponsor bar is required.
- 9. My Sponsor requested an invoice from AHG before sending the funds, what should I do?**
- a. Please complete the online sponsor form and email vivian@atlantichockeygroup.com with the Sponsor's details, so that we can issue an invoice to them.
 - b. Information required for the invoice:
 - i. Company Name
 - ii. E-mail
 - iii. Player Name
 - iv. Team Name
 - v. Amount
- 10. My Sponsor does not need/want a sponsor bar, but can they still sponsor my child?**
- a. Yes, complete the online form and just indicate n/a or leave it in blank on the form so we know that the sponsor bar is not required.
- 11. I already filled out my first sponsor form, but I secured another sponsor, how can I add the second sponsor bar to the form?**
- a. Please fill out a new form containing the information of the first sponsor in the "Sponsor Bar Text 1" and second sponsor in the "Sponsor Bar Text 2".
- 12. My child is a returning player and already has a jersey, but we were able to secure a sponsor this year, how can I place the sponsor's name on the back of the jersey?**
- a. Complete the online form and we will just send you the sponsor bar so you can sew it on the back of the jersey.
- 13. I secured my sponsor after the deadline, is it still possible to participate in the fundraising program?**
- a. Yes, we can still accept late sponsorship. However, we cannot guarantee that the sponsor's name will be on the back of the jersey, but we can only send the sponsor bar to be sewn on the back of the jersey.
- 14. How can my sponsor(s) get the tax receipt?**
- a. After processing the payment, we will issue a tax receipt and send it to the email indicated on the form.

15. When can I expect reimbursement from my Sponsorship?

- a. Due to the high volume of sponsorships, we will begin processing refund cheques in August.

16. I would like to register my child, but I would like to skip the payment, as my sponsor will pay all the fees, so how can I proceed?

- a. Make sure to fill out the sponsor form and email vivian@atlantichockeygroup.com stating that your sponsor will cover the fees and you will need a code to register online. Please note that codes will be issued upon receipt of payment. The deadline for issuing codes will be June 18th.