

Revised AHO Contact October 2013

ANCHORAGE HOCKEY OFFICIALS CENTRAL CONTACT POINT

Starting this season, AHO and Mat-Su Valley referees will be working together to form one association, there will be a Central Contact Point for Anchorage/Eagle River and a Central Contact Point for Mat-Su Valley. The information is listed below:

Anchorage/Eagle River—Deanna Dickey—Phone number 350-0607—Email address: hockeyref49@yahoo.com

Mat-Su Valley—Scott Sivulich—Phone number 841-2518—Email address: valleyrefs@oswebs.com

Anchorage Hockey Officials (AHO) has a central contact point for all youth games using AHO for their officiating needs. We are requesting that all games be submitted to the Central Contact Point in writing even if you do call the game in.

One of the goals of AHO is to provide the best possible customer service to the organizations that use AHO. Instead of having multiple contact points where miscommunications can occur, a single point-of-contact to process game requests is being instituted.

The following information is needed in order to provide the best possible service:

Association

Date of Game

Game Start Time

Length of Game

Venue (Rink)

Home Team

Home Team Division (Mite, Squirt, Pee Wee, Bantam, Midget, Girls)

Home Team Tier (I, II, III, IV)

Visiting Team (if known)

Visiting Team Division if different from home team (if known)

Visiting Team Tier if different from home team (if known)

Your contact information (ie...phone number, email address, etc.)

(The more information provided the better. AHO game assignors will be able to make a more precise assignment decision based on the information provided.)

Once entered into the AHO system, you will be contacted (usually by email) confirming that the game has been added. As an additional "checks & balances", AHO would like for the individual making the request to use the on-line database to ensure the data accuracy. To access the database, go to "<http://www.oswebs.com/aho/public/default.asp>"

If you need to change or cancel a game, please use the central contact point. Once again, you will receive a confirmation of the action taken.

Effective with the 2012-13 season, if a game is requested with less than 24 hours notice, the team will be billed at 1 ½ times the game rate,

Effective with the 2012-13 season, if a game is cancelled with less than 24 hours notice, the team will be billed at ½ the game rate.

Thank you for using AHO for your officiating needs.

AHO Board