Title: Refund Policy

Function: Finance

Policy No: FI-REFD/Refunds

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Effective Date: 06/15/2016

Supersedes:

Preparer: Susan Davis

Owner/Approver: Administrator

Purpose: This policy is intended to describe the refund policy for purchases made via the NAPTA website or by paper or electronic checks.

Definitions:

- Event – General meeting, WebEx meeting, Instructor Skills Conference, or other activities in which the alliance may participate.
- Attendance – participation in an event.
- Subscription – fee required for annual affiliation and involvement with the NAPTA.
- Sponsorship – financial support of the Instructor Skills Conference or other events conducted or participated in by the NAPTA.
- Learning Resources – Web Based Training, Student Workbooks, etc.

Related Documents:

- NAPTA Privacy Policy FI-PRVY/Privacy

Responsibilities:

- Administrator
- Executive Director

Policy or Procedure:

- Any entity, member, non-member, individual, or organization that requests to cancel attendance at any NAPTA event must provide written notice to the NAPTA Administrator more than 14 calendar days prior to the event start date to receive a full refund of submitted funds.
- Refunds for electronic/online purchases will be funded via the alliance’s Merchant Services provider to the credit or debit card used to make the purchase.
- Refunds for purchases made with paper or electronic checks will be paid within 30 days of receipt and approval of refund via paper check by standard mail to designated recipient.
- NO REFUNDS will be given for: Subscriptions, Sponsorship, or Learning Resources.