

 <p>An education that pays</p>	Title: Refund Policy	
	Function: Finance	
	Policy No: FI-REFD/Refunds	Page: 1 of 1
	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 web site 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.