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Last Revision:	April 18, 2017	Revised by:	GOV Committee
Date Approved:	May 1, 2017	Approved by:	NARA BoD
Proposed Revision:		Proposed by:	

REFUND AND CREDIT POLICY

The following policies apply for each type of fee collected by NARA. In the event a fee that has been paid is not in the listed categories, the Executive Director, who is the final authority on all refund and credit requests, will apply the most closely associated policy to the situation. Written requests may be submitted by mail, fax, or e-mail. Phone cancellations and or requests for fee return will not be accepted.

Should NARA cancel the course or program the full registration fee without a processing charge shall be refunded; unless requested otherwise by the individual or agency, to be used within a 12-month period on future courses or program.

Webinars

Webinar registration fees are due at the time of registration. In order to be eligible for refund, the written request must be received at least five (5) business days prior to the day the webinar is scheduled to occur. All refunds will be subject to a processing charge of \$25.00 (US Funds).

Late cancellations are not refundable, but attendance may be transferred to a colleague who is eligible at the same fee rate based on membership status if done at least one (1) business day prior to the scheduled webinar. No-shows will not be eligible for refund or transfer.

Membership Fees

Membership fees are due upon submission of an initial or renewal membership application. Membership fees are non-refundable.

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Materials and Supplies

Payment is required at the time of purchase for any materials or supplies, including but not limited to handbooks, guides, best practices, raffle and auction items, promotional items, etc. These purchases are final and are non-refundable.

Credential and Other Courses

Credential and other course fees are due at the time of registration. In order to be eligible for refund, the written request must be received either within ten (10) business days of the completion of the registration, or at least five (5) business days prior to the start day of the course, whichever occurs first. For self-paced courses the request must occur prior to starting the course, and no more than ten (10) business days after registration occurs.

All refunds will be subject to a processing charge of \$25.00 (US Funds).

Late cancellations are not refundable, but attendance may be transferred to a colleague who is eligible at the same fee rate based on membership status if done at least one (1) business day prior to the scheduled webinar. No-shows will not be eligible for refund or transfer.

Licensing Seminars/Conferences

Licensing seminar/conference registration fees are due at the time of registration. Any discounts are applied at the time of registration and will not be applied retroactively.

Substitutions for registrants at a seminar/conference are permitted for a colleague who is eligible at the same fee rate based on membership status and may be made up until five (5) business days prior to the start of the seminar.

Cancellations must be received in writing and are subject to the following:

1. Cancellations received eleven (11) business days or more prior to the seminar/ conference are eligible for a refund minus a processing charge of \$75.00 (US funds).

400 South 4th Street, Ste. 754E | Minneapolis, MN 55415 | (612) 213-2300

CONSUMER PROTECTION THROUGH PREVENTION

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2. Cancellations received ten (10) business days or less prior to the start of the seminar/conference shall not receive any refund if they do not meet the criteria in number 3 below.
3. Cancellations received ten (10) business days or less prior to the start of the seminar/conference shall receive a credit to the next NARA Seminar/Conference equal to the fee for the cancelled seminar/conference minus a processing charge of \$ 125.00 (US Funds), only if the cancellation was due to:
 - Events beyond reasonable control of the registrant, including but not limited to: acts of God, acts of war, terrorist attacks in the region where the seminar/conference is being held or the region where the individual works and or lives, government regulation, national disasters, transportation strikes, or curtailment of transportation either in the seminar/conference city or in the countries/states of origin of the attendees, civil disorder, or other emergencies that make it illegal or impossible to attend the seminar/conference; or
 - Death of an immediate family member. For the purpose of this policy this means a family member who is:
 - a. a spouse, domestic partner;
 - b. children, step children, foster child, or a child in an "in loco parentis" arrangement for which the person assumes parental status and responsibilities;
 - c. an individual for which the person is a legal guardian for;
 - d. parents, brothers, sisters, step-parents, step-brothers, step-sisters, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparents, grandchildren; or
 - e. any relative living in the registrant's domicile.
4. Requests for refunds pursuant to number 3 above must be received in writing, with supporting documentation, within twenty-eight (28) business days of the end of the seminar/conference. Supporting documentation

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may include a copy of a leave slip indicating the reason for leave, letter from their employer stipulating to the death or the obituary of the decedent.

5. All other requests shall be reviewed on a case by case basis by the full Board of Directors.