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**POLICY CATEGORY: S. STAFF POLICIES & PROCEDURES**

**POLICY TYPE: S.C. FINANCIAL POLICIES & PROCEDURES**

**POLICY TITLE: S.C.5. Refunds**

**Approved by Board of Directors – 7/24/12 & Delegated to President 6/27/17**

**POLICY STATEMENT**

Together SC generates the majority of its revenues from membership dues, conference registrations, conducting training sessions and from fees for other goods and services. The ability for Together SC to deliver programs and services to its members and to the constituents it serves, depends on collecting these fees. To ensure the financial sustainability of Together SC, refunds, as a matter of course, are not offered.

**PROCEDURES AND GUIDELINES**

**Membership dues** rates are established annually by the Board as either a new or renewing member and are payable in full**. Payments made for membership dues are not refundable**.

**Annual Conference** dates and registration fees are established each year well in advance of the conference. Requests for refunds must be made in writing via e-mail, fax or US mail. Requests for refunds must be received at least 30 days prior to the conference. A $25 fee will be incurred. There will be no refunds for cancellation after 30 days or for “No Shows”. Substitutions may be made by submitting documentation stating the name of the person and the reason for the substitution. A $25 administration fee will be incurred for substitutions and is payable on or before the day of the conference.

**Together SC Training Sessions** require advance registration. Fees are included in the announcement. Fees are paid in advance of each training session for each individual participant. Refunds are not offered. In the event Together SC cancels a training session, full refunds will be issued to every organization for the number of people registered.