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<b>TITLE:</b> Refunds	<b>Policy No:</b> 4.18
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## 1. POLICY OBJECTIVE:

- 1.1. The Association is committed to establishing a clear and transparent process for managing requests for refunds from members, students, registrants, and other clients.

## 2. POLICY JUSTIFICATION:

- 2.1. The Association incurs costs to develop and deliver training, webinars, conferences, and other professional development offerings. To sustain its educational offerings, the Association must retain some or all the fees for these events.

## 3. POLICY

- 3.1. Payees may be eligible to receive a refund of some or all the dues or fees that they have paid to the Association for a program or service if specified requirements are satisfied.
- 3.2. All requests for refunds must be made in writing and submitted to the BOABC by email or mail.
- 3.3. Fees for courses, exams, and job postings are non-transferable.
- 3.4. Registrations for professional development offerings and conferences may be transferrable to another employee within the same organization at the discretion of the Executive Director.
- 3.5. Notwithstanding other requirements of this policy, the Association may refund 100% of a fee paid by a registrant to attend an educational offering or other events that are cancelled by the Association due to low enrollment or circumstances beyond the Association's control.
- 3.6. Deadlines and criteria for refunds vary depending upon the service or program being considered.

### *Membership Dues*

- 3.7. The Association may refund 100% of the annual dues paid by a Member if the Member requests a refund no later than seven days after purchasing their membership.
- 3.8. The Association will not refund the portion of the annual dues paid by a member who requests a refund more than seven days after purchasing their membership.

### *Online Courses*

- 3.9. The Association may refund 100% of a course fee to a student who does not start their course and requests a refund no later than three (3) days after purchasing their course.
- 3.10. The Association may refund 50% of a course fee to a student who does not complete the first module of their course and requests a refund no later than 30 days after purchasing their course.
- 3.11. The Association will not refund any portion of a course fee to a student who completes the first module of a course or requests a refund more than 30 days after purchasing a course.

### *Course Advising*

- 3.12. The Association will not refund any fees paid for an appointment with a course advisor once that appointment has been booked.
- 3.13. The Association may refund 75% of the fees that a student has paid for appointments with course advisors if the refund is requested no later than 180 days after purchasing those appointments and the appointments have not already been booked.



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*Promoting Building Safety and Professionalism*



### *Professional Development*

#### *Webinar*

- 3.14. The Association may refund 50% of the registration fee to a registrant who requests a refund at least 5 days before the date of their webinar.
- 3.15. The Association will not refund any portion of a registration fee to a registrant who requests a refund less than 5 days before the date of their webinar.

#### *In-Person*

- 3.16. The Association may refund 50% of the registration fee to a registrant who requests a refund at least 14 days before the start date of their in-person training.
- 3.17. The Association will not refund any portion of a registration fee to a registrant who requests a refund less than 14 days before the start date of their in-person training.

### *Conferences*

- 3.18. The Association may refund 50% of a conference registration fee to a delegate who requests a refund at least 30 days before the date that a conference starts.
- 3.19. The Association will not refund any portion of a conference registration fee to a delegate who requests a refund less than 30 days before the date that a conference starts.
- 3.20. The Association may refund 100% of an exhibitor fee to an organization that requests a refund at least 30 days before the date that a trade show starts.
- 3.21. The Association will not refund any portion of an exhibitor fee to an organization that requests a refund less than 30 days before the date that a trade show starts.

### *Job Postings*

- 3.22. The Association may refund 50% of a job posting fee if the job posting has not yet been circulated to members and/or posted on the Association website.

### *Exams*

- 3.23. Refund requests for exam fees paid to the International Code Council (ICC) must be addressed by the ICC and are subject to the policies of that organization.
- 3.24. Any exam fees included in the cost of an online course or 'course package' that are paid to the Association are subject to sections 3.9, 3.10, and 3.11 of this policy.