

NCAVA Refund Policy

All cancellations and requests for refunds must be submitted in writing via fax, email or regular mail to the Treasurer. The receipt of all refund requests will be confirmed via email. All refunds for event registrations will be processed following the conclusion of the event.

Event Refund

No event cancellation is considered official until confirmation of receipt is sent by the Treasurer. It is the responsibility of the refund applicant to follow up with the Treasurer to determine the status of a refund. All correspondence should be made by email, fax or regular mail. Answers cannot be given in response to a phone call.

NCAVA is not responsible for problems beyond its control such as weather conditions, on-site conditions, prepaid parking, prepaid tours, etc. No refunds will be given in these situations. The final decision on refunds rests with the NCAVA President and Treasurer.

Full Refunds – A full refund will be granted if participation in the event is cancelled and the refund request is received by NCAVA, in writing, 30 or more days prior to the start of the event.

50% Refunds – Any refund request that is received less than 30 days prior to the start of the event, but before 14 days prior, will be eligible for a 50% refund if participation is cancelled.

No Refunds – If participation in the event is cancelled, any refund request received less than 14 days prior to the start of the event will not be eligible for a refund.

Late requests for refunds, due to a family emergency only, will be considered on a case-by-case basis.

Endorsement Refund

When an event has been endorsed for certification and a fee for the endorsement is paid by an individual or affiliate, no endorsement refund will be given if the event is not held. If the event is rescheduled, the Education Committee Chair may approve endorsement for the rescheduled event at no additional charge, at his/her discretion.

Membership Refund

No refund will be given to an individual or organization when a member leaves the association. A corporation holding Corporate Membership may choose to select another corporation staff member to hold a membership on its behalf. Individual memberships are nontransferable.

Refunds for Other Items of Value

No refunds will be given for other items of value that may be returned/cancelled.

Returned Checks

If any checks are returned because of insufficient funds, NCAVA will charge a \$25 fee. Registrants will also be required to pay the amount NCAVA is charged by the financial institution that returned the check. NCAVA reserves the right to refuse to honor future checks submitted by violators.

Please note: Refunds for credit/debit card payments will automatically be tendered back to the credit/debit card that was used, and the refund will appear on the credit/debit card statement. Refunds for payments by check or cash will be tendered by check.