



NSA NYC 2018-2019 REFUND POLICY

- 1) **Chapter Meetings or Special Events** must be made at least 48 hours prior to event via the chapter website. Refunds shall be made in the form of a store credit for a future purchase.
- 2) **All Access Pass.** Refund requests for the all Access pass must be made within 30 days of purchase. Any refunds requested thereafter require the approval of the Board of Directors.
- 3) **Speaker Palooza.** Refund requests for the Speaker Palooza event will not be honored. Any person requesting a refund is welcome to find a replacement.
- 4) **Advanced Member Programming.** Refund requests for the Advanced Member Programming will not be honored absent proof of a personal or family emergency.
- 5) **Master Classes.** Refund requests for Master Classes will not be honored. Any person requesting a refund is welcome to find a replacement up to 48 hours before the event.
- 6) **Virtual Summit.** Refund requests for the Virtual Summit will not be honored. Any person requesting a refund is welcome to find a replacement.
- 7) **Speaker University.** Refund requests for Speaker University will not be honored absent proof of a personal or family emergency.
- 8) **Membership dues** shall not be refunded absent approval of the Board of Directors
- 9) **Memberships, All-Access-Pass or any related dues or event tickets** cannot be transferred into the following year.
- 10) **Store Credits** will be prioritized over refunds.
- 11) Refunds will generally be made within two weeks by check, credit card refund or PayPal credit, whichever is easier for accounting purposes.
- 12) Exceptions can only be made by the Board of Directors upon request of the Treasurer.