

Refunds for Public Program Fees

Introduction

Refunds of public program fees may be issued for two reasons.

1. The participant requests a refund because they can no longer attend the program
2. PEEC offers a refund because the program must be cancelled for some reason.

Objective

To promote good will between PEEC, its members and the general public and to balance that goal with sound financial practices.

Calculation of the Refund Amount

In Situation 1:

Because expenses must be incurred in planning a program, all programs should have a clearly stated date on the event registration page beyond which refunds will not be given. In some cases, partial refund amounts may be offered depending on the date of cancellation.

Any refund of program fees for registrations canceled by the participant before the date after which refunds will not be given will incur a processing fee of 15% of the program registration fee paid. This language must be included on the event registration page, as well.

In Situation 2:

When PEEC cancels a program, full refunds will be offered to all registrants. Registrations may also be offered the alternative options of a credit towards future programs or a conversion of registration fees to a donation.

Processing the Refund

The refund will be paid using the same tender in which the program fee was received.