

POLICY NO. 24

REFUNDS FOR SEMINARS & CLASSES

1. All requests for refunds shall be sent in writing to the Fire Service Education Committee Co-Chairs, Treasurer (North or South dependent) and the host of the class.
2. Request for refunds will be granted in full provided 30 days prior to class. No reason is required for refund during this time period.
2. Request for refunds 30 days to 10 business days prior to class shall be of 75% of the class cost less \$50 for processing.
3. Request for refunds 10 business days prior to class shall be 50% of the class cost less \$50 for processing.
4. Request for refunds 5 business days prior to class shall not be granted.
5. Requests for refunds 5 business days prior to class for the following reasons will be granted in full less \$50 for processing.
 - a. Medical
 - b. Family emergency
6. A credit for a future class may be offered at any point due to cancelation. If books or supplies were purchased for the class, a partial refund may be issued. Credits must be used within 6 months of issuance. Requests to use credits beyond 6 months of issuance will not be honored, and no refund will be issued. Credits may be applied to a course that is more expensive than the credit, with the difference being the responsibility of the applicant. Credits will not be offered for cancelled classes. Instead a full refund will be issued.
7. The treasurer shall maintain a list of issued credit certificates. When a request to use a certificate is issued, the treasurer shall verify the validity of the certificate against the list before allowing the course to be shown as "Paid".
8. If the class would have to be canceled due to this person not attending the refund may be denied.
9. If the refund is approved the Fire Service Education Committee Co-Chair shall give a check request form and a letter or email, with an explanation for the refund, to the Treasurer for reimbursement to the applicant.

Approved by Joint Board March 13, 2016

