

Educational Training Class Fee Refund Policy

for the Florida Floodplain Managers Association, Inc. (FFMA)

ARTICLE I – PURPOSE

The purpose of the educational training class fee refund policy is to standardize the conditions that warrant the refund of fees paid for a training class.

ARTICLE II – DEFINITIONS

2.1 Training Class (“Class”) – any educational opportunity offered by FFMA where attendees must pay a fee to attend. This does not include registration for the annual FFMA Conference.

2.2 Extenuating Circumstances – facts or circumstances that were not intentionally caused by the prospective attendee and that could not have been contemplated at the time of registration. Examples include, but are not limited to, illness, unexpected work assignment, or natural disaster.

ARTICLE III – PROCEDURES

3.1 All requests to cancel enrollment or attendance in a Class where payment has been completed and a refund is being sought must be received by FFMA in writing (letter or e-mail).

3.2 All refunds will be provided at the sole discretion of FFMA’s Associate Education Director and Chair based on the criteria set forth in 3.3. Refunds provided as credits to the individual’s FFMA account can be used for payments to FFMA for any purpose in the future.

3.3 If a prospective attendee has registered and completed payment for a Class, and:

- a. cancels up to 2 weeks before the start of the Class, a full refund may be provided via credit to the individual’s FFMA account. As an alternative, a full refund may be provided via check rather than account credit, at the written request of the individual.
- b. cancels within 2 weeks of the start of the Class, a full refund may be provided via credit to the individual’s FFMA account. No refund will be provided unless the individual demonstrates extenuating circumstances as defined in 2.2.
- c. provides no notice of cancellation, and is absent the day of the Class, no refund will be provided.
- d. attends but leaves before the end of the Class, no refund will be provided.

CERTIFICATION

I hereby certify that this Policy was adopted by the Board of Directors of the Florida Floodplain Managers Association at their meeting held on the 13th day of September, 2018.



Secretary