



## Association of Public Treasurers of the United States and Canada

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Policy:	Training Registration Refunds and Fees
Strategic Objective:	Financial Stability
Adopted:	February 18, 2023
Review Committee:	Finance Committee
Review Approval Date:	February 13, 2025

### POLICY

The Association of Public Treasurers of the United States and Canada (APT US&C) is responsible for ensuring the financial stability of the Association through the services it provides. This policy establishes the process for receiving, approving, and processing change or refund requests involving a cancellation or a no show for training programs.

### PROCEDURE

All refund requests must be submitted in writing to the Association's corporate office. The Executive Director has the authority to work with the registrant on alternative participation opportunities, when available, as defined below:

- Change registration between in-person and virtual attendance.
- Substitute registration for another member from the same entity. Registration fee will reflect the membership status of the attending individual (member vs. non-member rate).
- Forward any refund requests that do not comply with this policy for Board review at the next regularly scheduled board meeting for consideration. The board has the authority to approve refunds outside the defined policy due to extenuating circumstances for the registrant. In the event a refund is approved, the Executive Director will notify the registrant.
- Process refunds that comply with this policy: all refunds will be processed in the manner that payment was submitted (e.g., credit card or check). All refunds will be processed in a timely manner.

### REFUND REQUEST

#### Annual Conference

- Request is received by published registration refund deadline (typically four weeks prior to event):
  - Full refund less \$100 cancellation fee.
  - Transfer between in-person and virtual attendance or transfer to another member from the same entity for a \$25 fee.
- Request is received no less than 10 business days before the training date:
  - 50% refund



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- Transfer between in-person and virtual attendance or transfer registration to another member from the same entity for a \$50 fee
- Request is received less than 10 business days from the training event date:
  - 0% refund
  - Transfer between in-person and virtual attendance or transfer registration to another member from same entity for a \$100 fee.
    - Requests made less than 48 hours prior to an event are not guaranteed but will be accommodated if possible.

### Other Training Programs

- Request is received no less than 10 business days before the training event date:
  - 75% refund
  - Transfer between in-person and virtual attendance or transfer registration to another member from same entity for at no charge.
- Request is received less than 10 business days from the training date:
  - 0% refund
  - Transfer between in-person and virtual attendance or transfer registration to another member from same entity for a \$25 fee.

This policy shall be applied on a fair and consistent basis to all individuals that are unable to attend a registered training event regardless of the reason for their inability to attend.