

CALIFORNIA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES

POLICY TITLE: Refunds

CLASSIFICATION: Finance

POLICY NUMBER: 1009

COORDINATOR: VP of Finance

DATE SUBMITTED (INITIAL): 6-11-10

DATE APPROVED: 6-11-10;

August 17, 2015; January 16, 2018

APPROVED BY: Executive Board (approved by CAHU Board August 17, 2015)

AMENDED:

REVIEW: 2019

PURPOSE:

To establish a policy to respond uniformly to refund requests received for event registrations that are later cancelled.

POLICY:

As CAHU is a non-profit organization and often has already committed to event based upon head count given from pre-paid event registrations received, requests for refunds for pre-paid event registrations will generally not be given 45 days prior to event less a \$25 processing fee.

However, in cases of extreme hardship or personal emergency, the Board of Directors may consider refunds on a case-by-case basis. Hardship refund requests should be directed to CAHU via email detailing the circumstances and sent to info@cahu.org with the subject "Hardship Refund Request."

CAHU will allow the transfer of the pre-paid registration for use by another individual.

PROCEDURE:

1. The Executive Director will first encourage the requestor to transfer of pre-paid registration to another individual. If that is not an option then will forward the request on to the appropriate CAHU Board members for review.
2. Executive Director will forward hardship refund requests received on to President, VP of Finance and Board Chairperson for event for approval.
3. If approved, Executive Director will issue refund in the same method the original payment was made to CAHU (credit card or check). Any related charges in processing such refund will be the responsibility of the refund requestor and not CAHU.

If the refund request is not approved, the Executive Director will inform the requestor of that the Board has denied their request.

Financial Impact: Cost of refunds when approved