



FLENJ

REFUND POLICY IMPORTANT INFORMATION

Program registrants who are unable to attend a scheduled event are encouraged to find another person to take their place. If the replacement attendee is not a member of FLENJ, the price difference must be paid for the event. Please contact the registration coordinator to make arrangements. Otherwise, all refund requests must be received in writing by the registration coordinator at manager@flenj.org.

Refund requests will be accepted according to the following schedule.

| Receipt of Refund Request | Refund Terms |
|--|-------------------------------------|
| 21+ days prior to event | 100% refund of registration fees |
| 14-21 days prior to event | 50% refund of registration fees |
| Less than 14 days prior to OR after the event | Refund requests will not be honored |

When payment has already been received by FLENJ, refunds will be made in the same manner as the original payment. In the event of an outstanding balance (e.g. unpaid school purchase order), FLENJ will adjust the invoiced amount according to the above fee structure and will provide a revised invoice for payment.

Questions: If you have any questions about membership, payments, or refunds, please contact the registration coordinator at manager@flenj.org.