



# Illinois Environmental Health Association

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## REFUND AND PRIVACY POLICY

This policy was developed to ensure fair and equitable refunds for fees paid when service is not provided.

1. IEHA will issue refunds on a case by case basis.
2. Original refund requests may be submitted to the IEHA Office via fax, letter or email.
3. Educational Events
  - a. The IEHA office will approve or deny refunds based on these general guidelines:
    - i. If refund requests are submitted prior to the date of service a refund will be issued.
    - ii. Refund requests submitted after the date of service shall be denied.
  - b. Anyone who is denied a refund by the IEHA Office may appeal the denial under the following procedure:
    - i. The request must be submitted in writing to the IEHA Office providing a detailed explanation why the payment should be refunded.
    - ii. The request will be reviewed by the Board of Directors and a decision rendered at its next regularly scheduled Board meeting.
    - iii. The Board of Directors shall communicate its decision to the IEHA office within 5 business days of the scheduled Board meeting.
    - iv. The Decision of the Board of Directors if Final.
4. Membership Dues. In the event that membership dues for any given year are paid more than once, the IEHA Office shall by default apply the excess payments to the following year's membership dues.
5. All approved refunds will be made by check from the IEHA treasurer.
6. IEHA does not collect or share financial information for payments made to IEHA.