

## **APHL Refund, Cancellation and Changes Policy**

### **Membership Terms and Conditions**

APHL membership runs July 1 – June 30. By purchasing a membership, you acknowledge that your membership will expire June 30.

APHL will start sending the next calendar year's membership renewal invoices on April 1 before the Annual Conference. By purchasing a membership with APHL, you agree to pay annual dues in full at time of joining/renewing.

### **Membership Dues Refund or Membership Cancellation**

#### **Unauthorized Use of a Credit Card**

A full membership dues refund is only available if there was an unauthorized use of a credit card or a duplicate membership was purchased. Please contact [membership@aphl.org](mailto:membership@aphl.org) in writing as soon as possible, or within 60 days.

#### **Cancellation**

APHL must be notified in writing within 60 days of joining for new members or within 90 days from the start of the membership year for renewing members in the event of cancellation and will handle any cancellation requests on a case-by-case basis. When determining the appropriate course of action, APHL will base its decision on the reason for cancellation and nature of the request, the date of cancellation and determination of any membership benefits that may have already been delivered. The cancellation and refund policy does not apply to individual membership as individuals are not eligible for a dues refund.

#### **Refunds**

Refunds will be made to the original payment method used for purchasing the membership less a \$500 service fee.

### **Changes to this Policy**

We may update our refund and cancellation policy. We will notify you of any changes by posting the new refund and cancellation policy on this page, on the renewal invoice and in the membership handbook. You are advised to review this refund and cancellation policy periodically for any changes. Changes to this refund and cancellation policy are effective when they are posted on this page. By clicking on "submit payment" you are agreeing to our refund and cancellation policy.

### **Contact Us**

If you have any questions about this refund and cancellation policy, please contact us at [membership@aphl.org](mailto:membership@aphl.org).