

2021 CANCELLATION POLICY EFBA Programs

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EFBA Membership

Each school year, we strongly encourage you to choose to become a member of EFBA. The membership is a donation to our nonprofit. As a donation, the membership is tax deductible and non-refundable.

If you have chosen to become a member for the 2020-2021 school year, the membership is valid from September, 1st 2020 to August 1, 2021, and your membership status will expire on August 2nd, 2021.

Monetary Donations to EFBA

EFBA raises funds online for a variety of community projects. This *Donation Refund Policy* applies to anyone who makes an online donation to EFBA. As your donation is being made online without our assistance or involvement we ask that you complete your details and the amount of your donation carefully, as it involves a substantial amount of administrative time to deal with and rectify any errors.

Cancellation policy in summary:

- Donations are non-refundable.
- There is no minimum donation.
- Different membership levels bestow different benefits.

Change of Heart on Donation

Refunds of the amount pledged cannot be made simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. EFBA is under no obligation to give a refund, but will ensure that any genuine errors (such as to the amount donated) are rectified.

Errors in Amount Pledged

Should an error be made in the amount of any donation, the donor has 5 days in which to notify EFBA of the error. All requests for refunds must be made in writing by email to the Finance Manager finance@efba.us

The request should have the details of the initial donation including the date, amount, the name of the donor, any tax invoice number and the nature of the error. Any tax invoice issued for the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation.

Spring and Summer Le Club EFBA

Cancellation policy for clients

Cancellation requests are not eligible for any reimbursement. You will forfeit the entire program fee and will not be eligible for a refund. Upon request, we may convert tuition for unused programs into a donation and provide you with a tax receipt.

Participants new to our online programs must pass an assessment to participate. If a participant does not pass the assessment, participants will either receive a credit towards a different program or a refund minus a \$100 processing fee. Please contact admissions@efba.us with any questions before registering.

Per our terms and conditions, there will be no reimbursement in the case of problems with internet and electronic communications.

In case of medical emergency, a prorated credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. We will retain a processing fee of \$100.

Cancellation policy for members

The same rules as non-members apply. Keep in mind that cancelling a camp or program does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

If EFBA is forced to cancel this program and is unable to schedule make up classes, a prorated refund by check or store credit will be processed within 90 days of approval.

Summer School Classes 2021

Cancellation and Assessment Policy for Clients

Cancellation requests are not eligible for any reimbursement. You will forfeit the entire program fee and will not be eligible for a refund. Upon request, we may provide you with a tax receipt for unused programs.

Some of our classes are not appropriate for students without a history of French language experience or instruction. The recommended amount of French experience needed for each class is listed on our registration website. If a student registers for an EFBA class and does not meet the minimum proficiency level as determined by an assessment by EFBA staff, no refunds will be issued.

Per our terms and conditions, there will be no reimbursement in the case of problems with Internet and electronic communications. In case of medical emergency, a prorated credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD.

Cancellation and Assessment Policy for Members

The same rules as for clients apply. Keep in mind that cancelling a camp or program does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

If EFBA is forced to cancel this program and is unable to schedule make up classes, a prorated refund by check or store credit will be processed within 90 days of approval.

Cultural Programs & Virtual Events

2020-2021 Clients:

No refunds. In the case of unexcused absence or cancellation, a penalty charge will be applied in the amount of \$25, unless you present proof of a medical or family emergency.

Participants new to the EFBA must pass an assessment to participate. No refunds will be issued if a participant does not pass the assessment. Please contact admissions@efba.us with any questions before registering.

2020-2021 Members:

For Virtual Events (except virtual playtime):

No refunds. In the case of unexcused absence or cancellation, an additional penalty charge will be applied in the amount of \$25, unless you present proof of a medical or family emergency.

For In-Person Museum Quest:

In case of unforeseen circumstances, up to 5 days before the activity, you have the option of postponing your reservation to a later date, subject to the number of spaces available.

In the case of unexcused absence or cancellation less than five days before the activity, an additional penalty charge will be applied in the amount of \$25, unless you present proof of a medical or family emergency.

For In-Person Little Symphony and Little Opera:

No refunds.

Private/Semi Private Lessons

By registering for a lesson package with the EFBA, you are committing to the entire duration of the package. Our \$95 registration fee for non-members is nonrefundable under all circumstances and the cost of books/materials will not be reimbursed. In case of cancellation, eligibility for refund is based on what proportion of the lesson package has been completed when the cancellation request is submitted:

- For cancellation requests submitted before any lessons have been completed, we will refund payment for the package. Any registration fees or costs for books/materials will not be refunded.

- Cancellation requests submitted when less than 30% of the lessons have been completed are eligible for prorated reimbursement of the cost of the package. Any registration fees are nonrefundable and will not be prorated. Upon request we may provide you with a tax receipt for unused tuition.
- Cancellation requests submitted when 30% or more of the lessons have been completed are nonrefundable.

A lesson can only be rescheduled with at least twenty four hours advance notice. Any lesson cancelled with less than twenty four hours notice or no notice will be considered a completed lesson. The client will forfeit the value of the lesson and the missed lesson cannot be rescheduled.

In case of medical emergency, a prorated reimbursement or credit-value may be discretionarily granted by EFBA on condition that they provide official proof / supporting documentation by an MD. Per our terms and conditions, there will be no reimbursement in the case of problems with internet and electronic communications.

10 hour lesson packages must be completed within 120 days from the date of the first lesson. 20 hour lesson packages must be completed within 240 days from the date of the first lesson.

Keep in mind that cancelling a lesson package does not cancel your membership status, the membership fee is a donation to our nonprofit. As a donation, the membership is non-refundable.

*When applicable, refunds are processed within 90 days of the date of approval by check.