



Pennsylvania State Tax Collectors' Association, Inc.

www.PSTCA.org

REFUND POLICY

Refunds will be granted under the following criteria:

A refund request received fourteen (14) or more days prior to the opening of the convention

- A full refund will be granted
- A \$10.00 processing fee will be imposed
- All refunds will be issued one month after the conclusion of the convention

A refund request between seven (7) and thirteen (13) days prior to the opening of the convention

- A refund of 70% will be issued one month after the conclusion of the convention
- A \$10.00 processing fee will be imposed

A refund request other than the above

- A refund of 30% will be issued one month after the conclusion of the convention
- A \$10.00 processing fee will be imposed

Any refund request after the conclusion of the convention (or any other event) must be accompanied by a medical or family emergency statement of fact. Any refunds from such a request must be approved by the Board of Directors.

- The Board may grant any dollar amount up to the registration fee
- A \$10.00 processing fee will be deducted from any refund granted

CANCELLATION NOTICE PROCEDURE: Notice MUST be given to Convention Chair and must be in writing by email (DottieConvChair@chilitech.net) or may be faxed to 570-601-1242. Notice must contain date sent and name and daytime contact phone number of Tax Collector. Notice MAY be given to Dottie directly at 570-220-4729 to meet deadline but MUST be followed up IN WRITING within 24 hours.

Hotel cancellations must be handled by Attendee and Hotel Policies will apply. PSTCA convention is not responsible for any Hotel Arrangements or Cancellations.