



REFUND REQUEST FORM

For requesting a refund for an overpayment or an approved cancellation.

All fields are required unless otherwise noted. Please type or print.

A filled in and signed form may be mailed or scanned and emailed.

Mail to or email:

SCCTM Refund Request
315 60th Ave N
N. Myrtle Beach, SC 29582
director@scctmconference.org

- Complete sections 1, 2, 3 and 4.
Refunds will not be processed until
Business for that invoice has been completed
Approved by director and submitted by director to SCCTM president, treasurer, and bookkeeper

1. General Information

District, School, or Person Submitting Original Payment that SCCTM Should Submit Refund to:

Table with 3 columns: Name of Attendee/Member, Email Address, Work Place

2. Who/where should SCCTM mail or credit the refund and contact for any follow up information?

Table with 2 columns: Name, Original Payment Method (check, card, PayPal)
Mailing Address (Street, city, state, zip)
Email Address, Invoice#

3. Reason for Request

Please provide a detailed explanation of the reason(s) why you are asking for the refund (Attach any required documentation):

Large empty rectangular box for providing a detailed explanation of the reason for the refund request.

4. Signature of person responsible for the information on this form.

Table with 3 columns: Name, Title, Signature, Date, Phone #

SCCTM Bookkeeping Use Only to be completed by SCCTM Manager or Officer

Table with 5 columns: Invoice #(s), Resolved, By, Date, To Bookkeeper



Instructions: Refund Request Form

Introduction Use the following instructions to help guide you through the *Refund Request form*.

Qualifications After business with SCCTM has been completed via payment on-line or by mail, a payment amount may qualify for a refund if there was an overpayment or it meets the SCCTM cancellation policy requirement.

A refund cannot be processed until:

1. The transactions associated with the overpayment has been completed.
Examples include:
 - Overpayment for membership or registration fees via credit /debit card payment, cash, or a check that has cleared the bank.
 - Refunds that fit the criteria as indicated in the SCCTM Refund Policy.
2. All outstanding invoices initiated by your school or district have been settled. (If you are paying for your own membership or registration, your refund will not be held up for the clearing of invoices from your school or district.)

General Information

District, School, or Person Submitting Original Payment that SCCTM Should Submit Refund to - SCCTM needs to know how to make out the refund check or how to find the person or entity receiving the refund via our card system account if the payment was made by card.

Name of Member or Attendee - Please provide the name of the person for whom this refund was initiated on the behalf of.

Invoice # - The invoice number is available on your invoice issued by SCCTM.

Who should SCCTM contact for follow-up?

Be sure to provide contact information in case SCCTM has other questions regarding this request.

The refund will be sent to the attention of this person. This person should know to look for this refund in the mail or as made electronically to a credit card statement.

Reason for Request

To help understand your situation, provide a detailed reason for your request. Please include documentation as required by the SCCTM cancellation policy. This may be mailed or scanned and emailed. If the refund is due to overpayment, please explain the nature of the overpayment.

Still need help?

Email: director@scctmconference.org



SCCTM CONFERENCE CANCELLATION/REFUND POLICY

All SCCTM conference cancellations and requests for refunds must be made in writing as indicated below. Requests must be sent to the conference registrar/director. Requests including name, email address, reason for refund, details about original form of payment, and where to tender the refund need to be submitted to the SCCTM registrar. Telephone or email requests not including a completed/signed refund form will not be honored.

100% Refunds – With More than 30 Days-Notice

To receive a 100% refund, SCCTM must receive written requests more than 30 days prior to the first day of the conference.

50% Refunds – With 15 to 30 Days-Notice

Requests for refunds SCCTM receives within 15 to 30 days of the start of the conference, will be subject to a 50% refund.

No Refunds – With 14 or Fewer Day- Notice

Requests for refunds SCCTM receives with 14 or fewer days of notice, prior to the start of the conference will not be eligible for a refund.

Emergency Illness or Death of Registrant or Immediate Family Member:

Refunds may be granted after a deadline if an attendee is unable to attend the conference due to a family death, illness, or other extraordinary circumstance. In such a circumstance, the SCCTM registrar/director must be contacted by letter that includes documentation.

Substitution Policy:

Registrants may send a substitute in their place in lieu of requesting a refund. Contact the SCCTM registrar by mail or at registration@scctmconference.org in the case of a substitute attendee. In order to receive the member conference rate, the substitute must be a current SCCTM member or join SCCTM.

Returned Check Policy:

If any checks are returned because of insufficient funds, SCCTM will charge a \$25 fee. Registrants will also be required to pay the amount SCCTM is charged by the financial institution that returned the check. SCCTM reserves the right to refuse to honor future checks submitted by violators.

Membership Payment Refund Policy:

Membership payments cannot be refunded unless an overpayment was made.

Authors' Luncheon Payment Refund Policy:

Authors' Luncheon payments cannot be refunded unless an overpayment was made.

SCCTM will refund conference fees as soon as possible after the conference has concluded.

Submit Requests to:

SCCTM c/o Cindy Parker, Executive Director
315 60th Ave N
North Myrtle Beach, South Carolina 29582

director@scctmconference.org