**Texas Assisted Living Association (TALA) Payments and Refunds**

**Refund Policy for Conference and Membership Dues**

TALA does not refund any payments made in connection with conference or membership dues. If you have an extreme hardship case to present, please contact [diana.martinez@tala.org](mailto:diana.martinez@tala.org). In the event you are allowed a refund, a 15% handling fee will be accessed.

**Class Payment Policy & Refunds**

1. Payment is required at the time of enrollment/registration. Registration will not be processed until payment is received.

2. Payment may be made in the form of checks, credit cards, money orders. We accept Visa, MasterCard, American Express and Discover cards. Checks must arrive the week prior to class to secure your seat.

3. Written cancellation requests received at least one week prior to the class start date will be refunded at **85%** of the registration fee or full credit issued to attend another TALA program. Please be aware you may not transfer your credit more than 2 times and that it must be used within a year of your original program.

4. **NO REFUNDS DURING THE WEEK PRIOR TO EACH CLASS START DATE.** If you have an extreme hardship case to present, please contact [diana.martinez@tala.org](mailto:diana.martinez@tala.org). In the event you are allowed a refund, a 15% handling fee will be accessed.