

## Refund Policy

### 1. Membership fees:

Memberships in HOPE for Hidalgo County Inc are required to access our programs, events, resources and community. All membership fees are intended to support our non profit mission and are generally non-refundable.

### 2. New Memberships

- **Cancellations within 7 calendar days of enrollment:** if you decide to cancel your membership within 7 calendar days of enrollment (new members only), you may receive a full refund of your membership fee, minus a processing fee of \$15 to cover administrative costs.
- **After 7 days:** After the 7 days grace period, membership fees are non-refundable. As membership grants access to resources, the costs to our nonprofit are incurred immediately upon joining.

### 3. Renewing Membership

- **Cancellations for returning members:** When renewing a membership, no refunds or credits will be given.

### 4. Event or Program registration

For any events, programs, or additional activities requiring separate registration or fees, the following applies:

- **Event Cancellation by attendees:** If you need to cancel your event registration, please contact us at least 7 days before the event. A credit may be issued depending on the timing of the cancellation. In the case where the event has been paid already by HOPE, no credit will be issued.
- **Event Cancellation by HOPE:** If an event is cancelled by HOPE, registrants will be notified promptly and will receive a refund or credit for the event registration fee.

### 5. Membership Benefits Access

Membership benefits (Co-Op, athletics, field trips, family socials, student council, graduation, keepers & warriors of the faith, CRC-library, mom's night out, etc) are accessible upon payment and are non-refundable once provided. Please note that membership fees cover access to the

programs for the current school year, and once the term has started, no partial refunds are available.

**6. Dispute Charges:**

If choosing to dispute the charge with your bank rather than resolving it through HOPE, a \$30 dispute/handling fee will be issued per disputed charge.

**7. Error in Payment or Duplicate Charges:**

In the event of a payment error or duplicate charge, please contact us immediately at [hopehomeschoolrgv@gmail.com](mailto:hopehomeschoolrgv@gmail.com). We will work with you to resolve the issue and process any applicable refund or credit.

**8. Credits:**

No credits will be given for annual family memberships. A credit may be given for programs/activities in some circumstances. When this type of credit is given it must be used towards the same program/activity that the credit was given for (ex. Co-op credit can only be used towards co-op fees, gym club credit can only be used towards gym club fees. etc.). To use it, please contact the treasurer at [hopehomeschoolrgv@gmail.com](mailto:hopehomeschoolrgv@gmail.com) before making a payment.

**9. Refund Request Process** (when applicable)

To request a refund, please contact us at [hopehomeschoolrgv@gmail.com](mailto:hopehomeschoolrgv@gmail.com). Please include the following details:

- Your full name (name in the membership)
- Date of transaction
- Amount paid
- Reason for refund