

Payment/Cancellation/Refund Policy

BOMA Oakland/East Bay (BOMA OEB), in order to make it convenient for Members and less expensive for the organization, will allow the option to register online for activities and choose the option of being billed. This action will create an invoice in the Member record under "My Invoices". It is the responsibility of the Member to forward an invoice internally for prompt payment by check. Members with a number of outstanding invoices may be restricted from registering for any future event until the open invoices are paid.

When a credit card payment is made via the BOMA OEB Website, BOMA OEB uses a third party commerce service to verify credit card details and complete the transaction. This company is sent the total price of the payment, the card number and expiration date, and the cardholder's name and billing address. All information transmitted to this third party is sent using secure servers, and is encrypted. Encryption further insures the privacy and security of all our customers. This information is used only to verify the account and clear the transaction. There is no credit card information stored in the BOMA OEB Database.

All transactions must be in US Dollars. BOMA OEB accepts payment in the form of Checks, Cash (at events), Visa and MasterCard.

If cancellations are received in writing prior to the registration deadline stated on the event information page or as stated on the registration form, a refund or credit (Members only) will be granted. We apologize but no refunds will be made for cancellations received after the deadline. Refunds will not be given for no-shows. We will however accept substitutions if an Attendee cannot make an event at the last moment.

BOMI Courses: Due to course costs, a minimum number of students are needed for a course to actually be held. The deadline for cancelling Instructors is 30 days prior to the course start date. It is at the discretion of the Education Chair, BOMA OEB Board and/or Executive Director to cancel a course. Full refunds or credits will be made in accordance with the above refund guidelines. Whether BOMA OEB or a student cancels a course and the textbook has been opened, it will be the student's responsibility to pay for the book, as it cannot be returned to BOMI. Designation Fees will only be refunded if approved by BOMI, as they are the recipients of the entire fee amount.

Due to the cost of merchant fees, all refunds will be made in the form of a check made out to the Payee designated by the Attendee. The check amount will reflect subtraction of the merchant fees in the form of an administrative fee.

Unfortunately, we cannot accept cancellations or provide refunds for membership dues, sponsorships, advertising and the partner program.

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Refund Template for website:

EVENTS

Online Payment Screen

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All refunds will be made in the form of a check made out to the Payee designated by the Attendee. The check amount will reflect the deduction of a 2.5 % admin fee. This fee will not apply to an event credit requested by Members.

Confirmation Email

Thank you for registering for the BOMA Oakland/East Bay (event name), being held on (event date) at (event location). We look forward to seeing you there!

There will be no refunds issued after (deadline date) and all refunds will be either an event credit or a check. The check will be made out to the Payee designated by the Attendee and the check amount will reflect the deduction of a 2.5% admin fee. This fee will not apply to an event credit requested by Members.

COURSES

Online Payment Screen

Due to course costs, a minimum number of students are needed for a course to actually be held. The deadline for cancelling Instructors is 30 days prior to the course start date. It is at the

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discretion of the Education Chair, BOMA Oakland/East Bay (BOMA OEB) Board and/or Executive Director to cancel a course. Full refunds or credits will be made in accordance with the above refund guidelines. Whether BOMA OEB or a student cancels a course and the textbook has been opened, it will be the student's responsibility to pay for the book, as it cannot be returned to BOMI. Designation Fees will only be refunded if approved by BOMI, as they are the recipients of the entire fee amount.

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All refunds will be made in the form of a check made out to the Payee designated by the Attendee. The check amount will reflect the deduction of a 2.5 % admin fee, unless BOMA OEB cancels the course. This fee will not apply to an event credit requested by Members.

Confirmation Email

Thank you for registering for the BOMA Oakland/East Bay (course title), being held on (course date) at (course location). We look forward to seeing you there!

There will be no refunds issued after (deadline date) and all refunds will be either an event credit or a check. The check will be made out to the Payee designated by the Attendee and the check amount will reflect the deduction of a 2.5 % admin fee. The deduction of this fee will not apply to a credit requested by Members or if BOMA OEB cancels the course.