



Refund Policy: Webinars & Memberships

Webinars & Educational Programs

All webinar registrations and educational program purchases are non-refundable.

Because webinars are digital offerings with immediate access to content, materials, recordings, and/or registration benefits, we are unable to offer refunds once a purchase has been completed. This includes live webinars, recorded webinars, webinar intensives, and other online educational programs.

If you are unable to attend a live webinar, recordings are made available to registered participants whenever possible, unless otherwise noted.

Memberships

All American Herbalists Guild (AHG) membership dues are non-refundable.

Membership benefits—including access to member resources, publications, discounts, programs, and community offerings—begin immediately upon enrollment or renewal. For this reason, membership fees cannot be refunded or transferred.

Why This Policy Exists

As a nonprofit organization, AHG carefully plans its programming, staffing, and resources based on registrations and memberships. This policy helps ensure:

- Fair and consistent treatment of all members and participants
- Financial sustainability and responsible stewardship of organizational resources
- Continued ability to offer high-quality educational programming and member services

Exceptions

Refunds will only be considered in the rare event of:

- Duplicate transactions
- Technical errors resulting in incorrect charges
- Cancellation of event(s)

Requests related to billing errors must be submitted promptly to AHG staff for review.

Questions

If you have questions about a webinar, program, or membership before registering, we encourage you to contact us in advance so we can help ensure the offering is a good fit.

For assistance, please email office@americanherbalistsguild.com