



## **Refund Policy: Memberships, Webinars & RH Application Fees**

### **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.

### **Membership Subscription Dues**

All American Herbalists Guild (AHG) membership subscription 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.

### **Registered Herbalist Application Fees**

All applicants submitting Part 2 of the Registered Herbalist (RH) application are required to pay a \$100 application fee. Applicants who choose to withdraw their application prior to the review process are eligible for a partial refund of \$75, with a \$25 administrative fee retained by AHG. Once an application has entered the review process, the fee becomes non-refundable. Requests for refunds submitted after the review process has begun will not be honored.

### **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 for memberships and educational programming 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](mailto:office@americanherbalistsguild.com)