

Travell School HSA Refund Policy

- 1) Any purchases of Products will be considered "All Sales Final".
- 2) No refunds will be given for HSA events. Credits may be given to be used for a future event or product purchase.
- 3) Notice of an issuance of credit needed must be given at least 10 days prior to an event.
- 4) Credit will be issued on Tiger Pass to the registrant to be used towards his/her following purchase. The credit will 'expire' at the end of the school year. After that a refund may be requested. The HSA is not responsible for keeping track of any refunds/credits due.
- 5) Later in the school year, for a 5th grade family, a refund may be necessary.
- 6) Any refund issued from Tiger Pass will exclude the 5.5% fee (so 94.5% of the monies would be refunded)
- 7) If a check gets returned, unpaid or bounces, the family should refund any bank charges incurred by the HSA.

Examples:

- a) Parent purchased a \$25 Coupon Book on Tiger Pass - NO REFUND OR CREDIT
- b) Parent purchased admission to Ladies Night and 2 weeks prior learned of a scheduling conflict. –
CREDIT ISSUED ON TIGER PASS
- c) 5th Grade Parent purchased Auction tickets on Tiger Pass and husband has a work function. Parent notified the HSA at least two weeks before the event.
REFUND ISSUED WITH HSA CHECK, LESS the 5.5% FEE
- d) Parent purchased bagel/juice for all 4 bagel days and child decides after 1st one they don't want to go any more –
NO REFUND OR CREDIT

Things to note:

- 1) In the fall, at the Chairpersons meeting, the policy should be discussed. It should be stressed that any chair who has been asked for a refund or credit needs to first contact the HSA Treasurer, Assistant Treasurer, or President(s).
- 2) A note will be added to Tiger Pass to explain "All Sales Final" as well as other pertinent policy information.