

Membership Refund Policy

This policy outlines the limited circumstances in which NNPBC membership fees may be refunded during the transitional period in which:

- Some membership fees are collected by the British Columbia College of Nurses and Midwives (BCCNM) on behalf of NNPBC; and
- Some membership fees are collected directly by NNPBC through its online portal using Stripe.

This policy applies to all membership categories unless otherwise specified.

General Rule

Membership fees are:

- Due in full at the time of application or renewal
- Non-transferable
- Non-refundable, except in the limited circumstances set out below

Eligible Refund Circumstances

a. Duplicate Membership Purchase

A refund may be issued where:

- A member has unintentionally paid NNPBC membership fees more than once for the same membership term
- The duplicate payment is verified
- The request is submitted within 30 days of the transaction date.

If approved, the duplicate payment will be refunded.

b. Administrative Error by NNPBC

A refund may be issued where:

- An incorrect membership fee was charged due to an administrative or system error attributable to NNPBC
- The error is verified by NNPBC.

In these cases, NNPBC will refund the overpayment amount.

Non-Eligible Circumstances

Refunds will not be issued for:

- Change of mind
- Failure to use membership benefits
- Change in employment or professional status
- Ineligibility discovered after payment where inaccurate information was provided
- Suspension or termination for breach of Terms or policies
- Mid-term cancellations
- Requests submitted more than 30 days after transaction date

Processing

Approved refunds will be processed through Stripe to the original method of payment. Processing timelines are subject to Stripe and financial institution timelines, typically 4-7 business days.

How to Request a Refund

Refund requests must:

- Be submitted in writing to NNPBC via email to membership@nnpbc.com
- Include the member's full name and transaction details
- Be submitted within 30 days of the transaction date

NNPBC may request supporting documentation to verify a request.

Future Updates

NNPBC reserves the right to update this policy as membership fee collection processes evolve.