

# Refund Policy for BSB Leadership Program

The Bulverde Spring Branch Leadership program is a nine-month commitment. As a participant, there is a mandatory attendance requirement. To maintain enrollment, participants cannot miss more than one (1) class out of the nine or any portion of the Opening Session or State Government days.

Withdrawal from the program after the cancellation period, for any reason, will not create cause for return of any portion of the tuition paid.

## Cancellation Periods:

- Cancellations made more than 5 business days before the program start date are eligible for a full refund of the program fee.

## Refund Process:

- Refunds for eligible cancellations will be processed within 14 days from the date of cancellation.

## Transfer Policy:

- Participants may transfer their registration to another individual at any time *before* the program start date, at no additional cost. Please notify us of any such changes.

## Exceptions:

- Exceptions to this policy may be granted in cases of extenuating circumstances. All such requests will be reviewed on a case-by-case basis.

Cancellation and refund requests must be emailed to the Leadership Co-Chairs at [office@bsbchamber.com](mailto:office@bsbchamber.com).