

Hey there! Here's how we handle refunds.

At the Association for Talent Development – Greater Twin Cities (ATD–GTC), we really value our members, event goers, sponsors, and everyone who supports us. We know things can shift, and we're all about treating refund requests with fairness and a good heart. This policy is here to give you a clear picture and keep things consistent, while also being flexible for those special cases.

The Basics of our Refund Policy

Please send us your refund request in writing to info@atd-gtc.org.

We'll process your refund as quickly as possible once we've given it the thumbs-up, usually within 5 business days.

If we need to make an exception or suggest an alternative, like a credit or a different item, we'll do our best to make sure it's fair and works for you!

We'll use our judgment when applying this policy to make sure everyone is treated fairly and to keep things friendly.

Memberships

Our members are the heart and soul of what makes our organization so exciting and joyful! We're here to welcome you as a home where you can connect and learn with like-minded professionals. But, life can be unpredictable, and sometimes your path might change.

Just so you know, the benefits and joys of being part of our organization kick in right away when you join or renew. If you need to refund your membership dues within seven (7) days of purchase, we'll take care of it.

We'll also offer refunds in the following situations:

- Administrative errors, like duplicate payments or incorrect amounts charged.
- Other exceptional circumstances as determined by ATD–GTC.

Event Registrations

We're all about creating awesome, happening events just for you! Putting together these events involves a lot of planning, like brainstorming, networking, and making sure everything from spaces to tech is just right. It's all to make sure you get the most out of our events.

If something comes up and you can't make it, no worries! Let us know 24 hours before the event, and we'll refund your registration. If you inform us within 24 hours of the event, we may offer a partial refund or a credit for a future event, depending on what we can't recover. But if you don't give us a heads-up, we'll assume you're still in and will do our best to make space for you. Unless your situation is super complicated, we won't offer a refund.

And if you'd like to pass your registration on to someone else, you can do that anytime before the event. Just drop us a message at info@atd-gtc.org before the big day!

Publications, Guides, and Other Purchases

Just a heads-up: once you've had a look at digital products like downloadable guides, refunds aren't possible.

For physical items, if you bring them back in their original, unused state within 30 days, we can definitely process a refund.

And, as a friendly reminder, shipping costs are non-refundable.

Sponsorships

When it comes to refunds for sponsorships, we'll look at each one individually. Remember, sponsors get perks as part of their package, so refunds might be limited or not possible if those benefits have already been given or if expenses have already been paid.