

## **Credit Card Processing Policies**

The Alabama Counseling Association is a not-for-profit professional advocacy organization for the Alabama counseling profession. The only items for which we process credit card charges electronically relate to membership fees, annual conference registrations and on rare occasions a member service.

Customer Service phone number: 205-652-1712  
1-800-655-5460 (in-state)

### ***Return/Refund Policy:***

Membership fees are submitted for an annual membership term. Upon receipt fees are processed and acknowledged. Refunds may be requested up to seven days of payment. After that they will not be refunded.

Annual Conference registration fees will be refunded any time up to the published deadline-approximately two weeks before conference. No refunds allowed after deadline has passed.

No other fees are collected.

### ***Delivery Method and Timeline:***

Membership fees are collected and receipted when delivered to the vendor. Receipt and membership card are mailed to member by USPS within seven days. Services are performed on an annual basis.

Annual Conference registration fees are acknowledged upon receipt. A letter and receipt are mailed to the registrant within seven days of arrival in office. Services are delivered at the time of the three day annual conference.

### ***Privacy Statement:***

All handling of credit card information from members is handled with the strictest security and privacy. Only two people ever handle the credit card information in any way. No data derived from credit card information is shared with anyone ever. We do not share any personal or financial information obtained from the credit card information with any third party.

***Transaction Currency:*** US dollars \$

### ***Price of Product or Service:***

The price of membership fees and conference registration fees are clearly shown on the forms which members complete and submit.