



AOS Membership Cancellation, Refunds and Transfer Policy

Rationale

A number of requests have been received by the AOS office, requesting cancellation of membership and a cash refund on the unused portion of the membership. While cancelling the membership is fairly simple, the calculation of the return requested can eat up staff time to process these requests, often for a small return to the former member. As staff time is already oversubscribed, the office sought a more efficient way of processing these requests.

Cancellation of Membership

Several options were considered:

Option 1: All membership purchases are final. The AOS does not allow for the refund of membership purchases.

Option 2: – Partial refund (if request made prior to receiving membership materials).

Membership refund requests received after the membership application has been processed but prior to the mailing of membership materials would receive a refund of the fees paid minus a \$25.00 processing fee.

No refunds would be given after membership materials have been mailed/provided. Request must be made in writing to AOS Headquarters by email to (Membership@aos.org) or by calling (305) 740-2010

Option 3: Time limited Cancellation : Cancellation would be honored if made within a certain time period after purchase, say 48 hours, minus a \$25 processing fee.

Cancellation of a recurring membership

(where renewal is automatic using a credit card number(provided by the member) kept on file)

Option1: Recurring memberships must be canceled no less than 5 business days before the next billing cycle due date or one additional membership term may be charged. In addition , to cancel a recurring membership, members need to log in to their profile at www.aos.org ,click on “Manage my account” then “Manage recurring payments.” Alternatively, a request by email to Membership@aos.org or a call (305) 740-2010 was advised.

Option 2: No refund will be given.

Transfer of remaining membership to a third party

Option 1: No transfer would be allowed.

Option 2: Transfer the remaining months of a membership to a third party.

Discussion:

The policies of other like horticultural societies were reviewed. Those reviewed did not have a cancellation or transfer policy and simply closed the membership with no refunds or transfer. Unused time was neither paid back nor transferred to another member. In discussing the options, the Executive Committee looked for the solution which would involve least office resources, given the pressure the office staff is under.

Decision Adopted

The EC VOTED unanimously to approve a policy of no refund period and no transfer of membership on any requests for cancellation of membership.

Approved by the Executive Committee

May 24, 2016