

THEBO Membership and Conference Refund FAQ

Membership and Conference Fees

Are membership dues and conference registration fees interchangeable?

No. Membership dues and conference registration fees are separate and distinct. Payment of one does not replace, offset, or satisfy the other.

Does paying a non-member conference rate create a membership?

No. Paying the non-member conference registration rate does not establish or renew THEBO membership and does not confer member benefits.

Who must maintain a membership?

Institutions and sponsors must maintain an active THEBO membership to be eligible for member benefits. Conference attendance alone does not fulfill membership requirements.

Membership Refunds

Are membership dues refundable?

No. Membership dues are nonrefundable once processed. Membership benefits and administrative services begin upon activation.

Are any exceptions allowed?

Limited exceptions may be considered for duplicate payments, payments made in error, or extraordinary circumstances approved by THEBO leadership.

Conference Registration Refunds

When are conference registration refunds available?

- 30 or more calendar days before the conference start date: Full refund, less any non-refundable processing fees
- 15 to 29 calendar days before the conference start date: 50 percent refund, less any non-refundable processing fees
- 14 days or fewer before the conference start date: No refund

Can I send someone else in my place?

Yes. Substitutions from the same institution or organization are permitted at no additional charge, subject to approval and capacity.

What happens if THEBO cancels or changes the conference?

If THEBO cancels a conference, registration fees will be refunded. If the conference is postponed or changes format, registrants may be offered a transfer or refund option.

C. Final Board Policy Version

Texas Higher Education Business Officers

Policy on Membership Dues and Conference Registration Refunds

Policy Number: FIN-002

Effective Date: [Month Day, Year]

Approved By: THEBO Board of Directors

Authority: Board of Directors under Articles V and X of the Bylaws

Responsible Officer: Treasurer

Review Cycle: Biennial

1. Purpose

This policy establishes consistent rules governing refunds for membership dues and conference registration fees and clarifies the distinction between membership obligations and event participation.

2. Scope

This policy applies to all institutions, sponsors, vendors, and individuals submitting payments to THEBO.

3. Policy Statement

Membership dues and conference registration fees are separate financial obligations. Payment of one does not replace, offset, or satisfy the other. Payment of a non-member conference registration rate does not confer membership status or benefits.

4. Membership Requirements

1. Institutions and sponsors must maintain an active THEBO membership to receive member benefits.
2. Conference registration, regardless of rate paid, does not establish or renew membership.
3. Membership status is governed by the bylaws and is independent of conference participation.

Bylaws - Updated with Amendment...

5. Membership Dues Refunds

1. Membership dues are nonrefundable once processed.
2. Memberships are issued on a fiscal-year basis, March through February.
3. Conference registration fees may not be applied toward membership dues, and membership dues may not be credited toward conference registration fees.
4. Limited exceptions may be approved by the Board or its designee for duplicate payments, payment errors, or extraordinary circumstances.

6. Conference Registration Refunds

1. Conference registration fees are refundable based on the following schedule:
 - 30 or more calendar days before the conference start date: Full refund, less nonrecoverable processing fees
 - 15 to 29 calendar days before the conference start date: 50 percent refund, less nonrecoverable processing fees
 - 14 or fewer calendar days before the conference start date: No refund
2. Registrants who do not attend and do not cancel in writing by the applicable deadline are not eligible for a refund.
3. Approved substitutions from the same institution or organization are permitted.
4. Conference registration fees are not prorated for partial attendance.

7. Event Cancellation or Modification

1. If THEBO cancels a conference, registration fees will be refunded in accordance with Board direction.
2. If a conference is postponed or modified, THEBO may offer registration transfer or refund options.
3. THEBO is not responsible for travel or lodging expenses incurred by attendees.

8. Financial Stewardship

All refunds are subject to the Corporation's financial controls and reserve policies and must be processed in a manner consistent with maintaining THEBO's financial stability.

THEBO Bylaws Amendment_5.4_5.5_...

9. Exceptions and Appeals

Requests for exceptions must be submitted in writing and are subject to approval by the Board of Directors or its designee. Decisions are final.

10. Revision History

- [Month Day, Year]: Initial adoption