



## SASLHA Membership Refund Policy

SASLHA values its members and is committed to providing clear and fair guidelines regarding membership refunds. This policy outlines the conditions under which membership refunds may be considered.

### 1. Request Procedure

1.1 Refund requests must be submitted in writing, stating the reason for cancellation.

1.2 All requests are subject to review and approval by the SASLHA CEO.

### 2. Eligibility

2.1 Refunds will only be considered if no membership benefits have been accessed.

2.2 Membership benefits include (but are not limited to):

- Participation in free or discounted events/webinars.
- Accessing online CPD activities or claiming CEUs.
- Use of member-only resources, platforms, or discounts.

### 3. Administration Fee

3.1 An administration fee may be deducted from any approved refund to cover processing costs.

### 4. Non-Refundable Circumstances

*Refunds will not be issued under the following circumstances:*

4.1 Change of circumstances or voluntary resignation from SASLHA after membership activation.

4.2 Failure to make use of membership benefits during the membership period.

4.3 Where a refund would result in unfair use of SASLHA's resources (e.g., benefits already utilised).

4.4 Members who have been convicted of an offence by the Professional Board for Speech, Language and Hearing Professions of the HPCSA, and who, for that or any other reason, have been suspended or struck off the HPCSA register.

### 5. Timing of Requests

5.1 Requests for refunds must be made within *30 days of payment*. After this period, no refunds will be considered.


5.2 Refunds, if approved, will be processed within 30 business days of confirmation.

### 6. Membership Transfers

6.1 Memberships are non-transferable and cannot be carried over to another individual.




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## **7. Discretionary Clause**

7.1 In exceptional cases (e.g., serious illness, administrative error, or duplicate payments), SASLHA may consider partial or full refunds at the discretion of the CEO and Finance Committee.

**7.2 This discretionary provision will not apply to cases involving disciplinary action, suspension, or removal from the HPCSA register.**