

Orientation Refund Policy

You are considered registered for the Buffalo State College Orientation if you complete the orientation sign-up form, regardless of payment status. No refunds will be issued if you fail to attend your designated orientation session. Failure to attend is defined as You and/or your family member(s) do not attend for the orientation here on Buffalo State's campus or if you have not updated your sign-up form by the time the registration 'check-in' opens for the session you and/or your family member(s) signed up to attend.

Students

Students will be held accountable for the orientation as attendance and the associated charge are required by Buffalo State. Students who have not paid will result in a hold being placed on the students' account until payment is received. Student Leadership and Engagement cannot accept refund requests that result from cancelled flights and/or natural disasters.

If you decide not to attend Buffalo State College after signing up for and paying for orientation you will need to follow the appropriate rescind application steps. To do this you will need to complete the following steps:

- 1) Log into your banner account using the log-in information provided by Buffalo State
- 2) Click on the main menu
- 3) Click on "Rescind Application", and follow the directions.

Once Student Leadership and Engagement is made aware that you have rescinded you will be removed from the assigned orientation session. If you rescind your application after attending an orientation your orientation charge is not refundable. If you rescind up to two weeks prior to your orientation and paid the orientation charge, you must request a refund in writing to the Student Leadership and Engagement office via email. If you rescind within two weeks of your orientation you must request a refund in writing to the Student Leadership and Engagement office via email and will be assessed a **\$50.00** processing charge, and the amount refunded will reflect that charge.

Family Members

Family member(s) will be responsible for their orientation charge if they are registered, even if the family member(s) are a no-show and have not paid. Family member(s) who have not paid will result in a hold being placed on their students' account until payment is received. Student Leadership and Engagement cannot accept refund requests that result from cancelled flights and/or natural disasters.

All orientation registration cancellations must be made through the online sign-up form before **5:00 p.m. EST**, two weeks prior to the orientation. Those cancellations made within the appropriate time will have a full refund honored and processed within 30 working days. Each registration cancellation received within the two weeks leading up to the orientation will be assessed a **\$50.00** processing charge, and the amount refunded will reflect that charge. Cancellation requests received within 48 hours of the conference will not receive a refund as a result of costs incurred to the Student Leadership and Engagement office.

By signing up for this event, you acknowledge agreement to the policy stated above.