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## Refund Policy

### **CREDIT BALANCES**

In the event of a credit balance on the private pay portion of a patient/resident account, this balance will be refunded based on the following:

1. Insurance, Medicaid, and/or third party payors are paid and show as paid on any applicable explanation of benefits documents.
2. All ancillary charges (e.g. beauty parlor, private therapy) are paid.
3. No balances exist from any prior stays.

Refund will be issued by original form of payment within 90 days of confirmation of the above items. Refunds may only be issued to the patient/resident, the estate of same, or the responsible party.

### **CHARITABLE CONTRIBUTIONS**

Charitable contributions are non-refundable.

### **HOUSE OF THE GOOD SHEPHERD-SPONSORED EVENTS**

#### *Cancellation by the Sponsor:*

The House of the Good Shepherd reserves the right to cancel an event due to low enrollment or other circumstances which would deem the event non-viable. Should the House of the Good Shepherd cancel an event, registrants will be offered a full refund by original method of payment.

Should a circumstance arise that results in the postponement of an event, the House of the Good Shepherd has the right to either issue a full refund or transfer registration to the same event at a new, future date.

In the event a refund is being offered, instead of receiving the refund, registrants may elect to contribute their registration fees to the House of the Good Shepherd. Any contributions will be acknowledged in writing and deductible to the fullest extent permitted by law.

#### *Registration Cancellation by Participant:*

Unless specifically stated otherwise on registration materials, the deadline to receive a refund for your registration is the date upon which the House of the Good Shepherd must guarantee a minimum participation to proceed with the event, or thirty (30) business days prior to the event, whichever is earlier. A refund by original method of payment will be issued less a 25% service fee. Cancellations will only be accepted in writing. Refund requests must include the name(s) of the attendee(s).

Cancellations received after the stated deadline will not be eligible for a refund.

Refunds will not be available for registrants who choose not to attend an event.

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