

CANCELLATION AND REFUNDS POLICY

We value your membership and participation in our programs and services. Our cancellation and refund policy is designed to provide clarity. We aim to make the process straightforward and transparent. Please review the details below to understand how cancellations and refunds are handled for our various offerings. Thank you for being a part of our community!

1. MEMBERSHIP/SUBSCRIPTIONS

BHBA memberships operate on an annual subscription basis, starting on the date of joining or renewal, and automatically renew one year later unless canceled. Membership dues may be paid monthly. Members can cancel their membership using the following methods:

- Log into your BHBA+ account, click your name in the top right corner, go to **My BHBA+**, click on your **Membership**, and click the **Click to Cancel** button;
- Complete [this form](#);
- Email help@bhba.org;
- Call 310.601.2422; or
- Mail notice include member name and email to which we will send confirmation to:
Beverly Hills Bar Association
9420 Wilshire Blvd., Suite B100
Beverly Hills, CA 90212

When a cancellation is submitted, the membership will end at the conclusion of the current billing period, either monthly or annual. **No refunds will be issued** for any unused portion of the billing period.

2. WEBINARS

Purchases of live webinars may be canceled for a **full refund** before the scheduled start time. Attendees will receive a recording and materials link after most webinars. If a purchaser does not request a refund prior to the webinar airing and they do not attend the webinar, they will either 1) receive a recording and materials link after the live program airs to view those at their convenience, or 2) if the webinar was not recorded, automatically receive a full refund to the original payment method. BHBA **will not provide any refunds** when the purchaser has viewed any portion of the webinar or its recording.

3. CLE STORE

CLE purchases made through the CLE Store are eligible for a refund within 30 days, unless the user has watched any portion of the video. Requests for CLE Store refunds must be emailed to help@bhba.org and include the name(s) of the video(s) for which the refund is requested.

4. IN-PERSON EVENTS

Refund requests for in-person events must be made at least **five business days before the event**.

- Cancellations within five business days are not eligible for refunds.

- Exceptions for medical reasons will be considered. Refund requests supported by documentation from a physician will be presumed eligible.

5. FEE ARBITRATION

MFA filing fees are subject to the following refund schedule, in accordance with [Rule 18.3 of BHBA MFA Rules](#):

- The Program will retain a \$50 non-refundable fee on all cases filed. No refund is available for filing fees of \$50 or less.
- If a case closes prior to the assignment of a mediator or arbitrator(s), the Program shall retain 50% of the total filing fee with a \$50 minimum.
- In cases closed after the assignment of a mediator or arbitrator(s), and written notice is Received at least ten (10) days prior to the date of the scheduled Hearing, the Program shall retain 75% of the total filing fee with a \$50 minimum.
- After mediator or Hearing Panel assignment and less than ten (10) days before the Hearing, there shall be no refund of filing fees.
- If a mediation session or arbitration Hearing has commenced, no refund will be made.