

## **National Recreation and Park Association (NRPA) Policies and Terms of Purchase**

*All NRPA Policies and Terms of Purchase are adopted in consideration of and, in the best interest of NRPA and its customers.*

### **Statement of Liability**

NRPA and Sponsors of the Transformational Leadership Program claim no liability for the acts of any suppliers for this product. NRPA and Sponsors of this product shall not be liable for any delays or failure in performance or interruptions of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of the organization including but not limited to, acts of God, acts of public enemy, war, accidents, fires, electrical failures, strikes, labor disputes, postal delays, explosions, governmental order or regulations.

NRPA and Sponsors reserve the right to cancel this program without penalty. The total amount of any liability of NRPA and/or Sponsors will be limited to a refund of the product purchase fee.

### **Membership**

Purchase of this product at the non-member rate includes one-year of membership in NRPA. Please allow one-week for processing. To opt out of this benefit, please contact customer service at 800.626.6772 or email [membership@nrpa.org](mailto:membership@nrpa.org).

### **Data Privacy**

NRPA and the suppliers of this product collect and use your personal information to deliver the services you have requested. NRPA also uses your personally identifiable information to inform you of other products or services available from NRPA and its affiliates.

NRPA will share your personal information with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to NRPA, and they are required to maintain the confidentiality of your information.

### **Refunds**

Cancellations may be submitted within 2 months of the date of purchase, if Transformational Leadership Program has not yet been started. Once program is started cancellation requests and refunds will be reviewed on a case by case basis.

Cancellations must be submitted in writing by:

**Mail:** 22377 Belmont Ridge Road, Ashburn, VA 20148

**Fax:** 703-858-0794

**Email:** [customerservice@nrpa.org](mailto:customerservice@nrpa.org)

### **Payment Method**

NRPA accepts Checks, Purchase Orders, VISA, MasterCard, Discover, and American Express.

### **Purchase Orders**

Order form(s) must accompany all purchase orders. Customer will need to provide NRPA with a valid Purchase Order number. NRPA has the right to contact the company issuing the purchase order to confirm its validity.