



# POLICIES AND PRICING

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It takes more than quality education and a commitment to our bankers to successfully accomplish the Kansas Bankers Association's (KBA) mission. We rely heavily on our solid reputation for honesty, fairness and ethical conduct to attract students, recruit quality instructors, and retain the high level of bank support and respect that we have worked so hard to achieve. Our reputation ultimately rests on the good judgment and personal integrity of our staff, volunteer leaders, students, instructors and all other individuals and organizations who are involved with the association.

Those associated with KBA in any capacity shall commit themselves to:

- Using only legal and ethical means in all KBA activities, including conducting all financial transactions in a responsible way
- Striving for excellence in all aspects
- Acting with impartiality in all KBA matters
- Maintaining the confidentiality of privileged information entrusted by virtue of their association with KBA
- Refusing to allow or engage in for personal gain at the expense of KBA or the banking industry
- Communicating in a truthful and accurate manner

## **POLICIES**

### **Cancellation - KBA**

KBA reserves the right to cancel programs due to low registration, instructor illness, weather or other unforeseen events. If this should occur, registrants will be contacted by email and/or phone. Depending on the circumstances, full or partial refunds may be offered.

### **Cancellation – Student Withdrawal**

All cancellations must be made in writing or my email.

#### *?BA Conferences, Schools, Seminars and Series Programs*

Cancellations must be sent in writing to KBA prior to the event date.

- For cancellations received five or more business days prior to the start date, a refund will be granted, minus a \$50 administrative fee.
- For cancellations received less than five business days prior to the start date, no refunds will be granted; however, a substitute may attend.

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A \$50 per person fee will be charged for all cancellations after the deadline stated on the registration form. After the deadline, no refunds will be issued.



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## **Inclement Weather**

KBA is not responsible for missed attendance due to weather and/or road conditions. If a seminar or conference is cancelled due to inclement weather, we will make every effort to contact registrants by phone or email. If in doubt, always contact the KBA for proper confirmation.

## **Venue Changes**

Please be advised that a venue change may occur if the number of registrations received exceed or don't meet venue requirements. When this happens, KBA will contact registrants via phone and email and will leave specific information regarding the new location. Registrants are advised to listen to voicemail and check email messages prior to attending an event.

## **Satisfaction Guaranteed**

All KBA courses come with a 100 percent satisfaction guarantee. Bankers who find a KBA program to be unsatisfactory are encouraged to call KBA at 785-232-3444.

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For more information on our policies or pricing, please contact  
the Kansas Bankers Association at (785) 232-3444.



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## **PRICING**

### **KBA, HCBA and Non-Member Pricing**

Our education programs are priced cost-effectively for KBA members. Those who work for KBA member banks qualify for member rates. Those whose banks are members of the Heartland Community Bankers Association qualify for special pricing. Non-members are also able to participate in our programs at the non-member rates. To determine if your bank is a member, call us at 785-232-3444.

Please see individual seminar and conference brochures for pricing.