
Royal Palm Coast Realtor® Association and Florida Gulf Coast MLS Refund, Cancellation and Attendance Policies

Why We Have These Policies

At the Royal Palm Coast Realtor® Association (RPCRA), our mission is to provide exceptional programs, events, and services that support your professional success. To ensure we can deliver high-quality experiences, we have established refund, cancellation, attendance, and no-show policies that promote fairness, accountability, and responsible use of resources.

These policies help us:

- **Maintain Program Quality:** Our classes and events are carefully planned based on registered attendance. Late cancellations and no-shows take seats away from members who wish to attend and create unnecessary costs for instructors, materials, and venue preparation.
- **Ensure Fair Access:** With limited seating and high demand, enforcing these policies allows us to give more members the opportunity to participate.
- **Manage Costs Responsibly:** The fees collected for cancellations, no-shows, and late registrations help offset overhead expenses such as food and beverage, location rentals, instructor fees, and other program costs. This allows us to keep our programs affordable and sustainable for all members.
- **Comply with Industry Standards:** Attendance requirements for CE credit are set by the Florida Real Estate Commission (FREC) and other regulatory bodies. Our policies align with these standards to ensure compliance and protect your license.
- **Provide Consistent Service:** Clear and consistent policies create a fair process for all members, helping us deliver a reliable and professional experience.

We appreciate your understanding and cooperation as we continue to support the professional development and success of our Realtor® community.

ACCESSIBILITY ACCOMODATION REQUEST

If you require assistance or reasonable accommodations to participate in a class or attend an event, please contact us at marketing@rpcra.org.

To ensure we can meet your needs, requests should be submitted at least 10 business days before the scheduled class or event.

CANCELLATION/NO SHOW AND REFUND POLICY FOR RPCRA EDUCATION CLASSES

Please take a moment to review the policies specific to your course track. Due to limited class availability and room capacity, all registrants are subject to the cancellation policies outlined below.

Cancellation and Refund Fees apply as soon as you register for a course or event. These fees vary depending on the type of course. Please refer to the policies below for the applicable cancellation fees.

RPCRA may cancel or reschedule a course at any time. If a course is canceled, all registrants will receive a full refund using their original payment method. If a course is postponed, canceled, or rescheduled, registrants upon request can get a full refund.

We're excited to support your professional development and are proud to offer a high-quality learning experience for you. If you have any questions, we're here to help Monday through Friday, 8:30 AM to 5:00 PM at 239-936-3537 or education@rpcra.org.

NO SHOW FEE

A \$50 No-Show Fee will be charged to attendees who registered for an in person complimentary class and failed to cancel or reschedule their registration by 5:00 PM the day prior to the class.

Cancellations not received within two days prior to class start time will result in the forfeiture of the Registration Fee. Cancellations can be made on your Member Portal under 'Events' and 'My Classes' or by contacting RPCRA's Professional Development Department at 239.936.3537 or by emailing education@rpcra.org.

RPCRA EDUCATION ATTENDANCE POLICY FOR CE/DESIGNATION COURSES

Continuing Education (CE) credit will not be awarded if arrival and check-in are not completed by the time mandated by the course requirements. No exceptions. Please allow adequate commute time.

Check in with RPCRA staff and sign the attendance sheet upon arrival and departure.

The Florida Real Estate Commission (FREC) requires a licensee to attend 90% of each of the classroom hours. Physical attendance is required for the duration of class.

Notetaking is permitted on silent devices only. Cell phone use is permitted during designated breaks.

NEW MEMBER ORIENTATION POLICY

New members are required to complete a mandatory in-person New Member Orientation course within 60 days of joining the Association. Per NAR rules, members cannot miss more than 15 minutes of instruction without penalty. If 15 minutes is exceeded, or a student fails to attend the class, a \$100 rescheduling fee will be assessed.

Failure to show for two consecutive Orientation courses, and/or other required new member courses (as determined by membership representatives at sign-up and detailed in each new member's welcome letter) are not completed, will result in the suspension of services and a \$200 re-application fee.

MEMBERSHIP DUES AND MLS FEES POLICY

All membership dues and MLS fees are not refundable once paid. This includes RPCRA local dues, Florida Realtors® and NAR dues, and FGCMLS fees.

REGISTRATION AND NO-SHOW POLICY FOR MEMBER BREAKFAST

Members who do not register in advance will be assessed a \$10 fee at the door.

A \$15 No-Show Fee will be assessed to members who register for the Member Breakfast and do not cancel their reservation by 5:00 PM on the night before the breakfast. Cancellations may be emailed to marketing@rpcra.org.

All fees must be paid in full before a member can register for the next Member Breakfast.

Please check in at the registration desk and sign in for all events to confirm your attendance and avoid being charged a No-Show Fee.

There are no refunds.

REALTOR® STORE

Please inspect all items before leaving the premises. All sales are final. No product exchanges. No refunds.

All items purchased over the phone must be picked up within five business days.

SUPRA LOCKBOXES

If you purchase a used lockbox from a Realtor® member, in Florida, you will need a bill of sale and/or email with the lockbox serial number stating that you were sold that lockbox before we are able to transfer it into your inventory and program the lockbox.

The bill of sale/email will need to have the following listed:

- Previous Owner Name
- Previous Owner Real Estate License Number
- Supra Lockbox Serial Number
- Statement from Previous Owner that the Supra Lockbox is being transferred into the new owner.

Lockboxes can only be returned and/or replaced with a battery percentage of 20%, and if the shackle or key container is damaged.

Leased lockboxes cannot be transferred. Lost lockboxes cannot be replaced. Lockboxes can only be replaced if they are physically turned in.