

PAYMENT & REFUND POLICY

Effective Date: October 2025

Donations

All donations to By The Way CDC are **non-refundable**. If a donation was submitted in error, please contact us within **7 days** for review.

Program, Class & Service Fees

Payments for classes, workshops, therapeutic programs, and substance abuse-related services are **non-refundable**.

This is because:

- Class and service capacity is limited
- Staffing and program preparation are scheduled per participant
- Program consistency and therapeutic value rely on participant commitment

No refunds will be issued for missed sessions.

Under extenuating or emergency circumstances, a **credit or transfer** may be considered at the discretion of program administration.

Merchandising or Items (If Sold in Future)

If merchandise is sold in the future, any return or exchange policy will be posted at the point of purchase.

Contact for Payment Questions

Email: bythewaycom@aol.com

Phone: 713-659-7700

Subject Line: Payment Inquiry