



Washington Health Care Association (WHCA) Payment Terms and Conditions

PAYMENT POLICIES

1. Payment Terms

Payment for membership is due within **30 calendar days** of the invoice date unless otherwise agreed upon in writing.

Payment for education, conferences, conventions, and other activities is due in full on or before the first day of the activity (see section 3, “Event and Education Registration”).

2. Sales Tax

Beginning October 1, 2025, live education will be subject to Washington State retail sales tax, as mandated by the Washington Department of Revenue.

This applies to:

- Live, interactive virtual education
- In-person education events

This does not apply to:

- Pre-recorded or on-demand education

For more information, please refer to [this guidance](#) from the Washington Department of Revenue.

3. Event and Education Registration

Beginning October 1, 2025, full payment is required on or before the first day of the event or educational program.

Registrations are not confirmed until payment is received in full.

Attendees will not be permitted to participate in the event or education session unless payment has been made in advance.

We appreciate your attention to this update and your continued participation in WHCA events and education programs.

4. Acceptable Payment Methods

Checks mailed to: Washington Health Care Association
PO Box 104676
Pasadena, CA 91189

Payments via **ACH**: Chase Bank
PO Box 182051
Columbus, OH 43218-2051
Routing #: 325070760
Account #: 597792392
Account Name: Washington Health Care Association - WHCA General
Account Type: Checking Remittance - accounting@whca.org

Credit Card: Please call Diana Field at (360) 352-3814 or Angela Ewing at (360) 352-9245

5. Late Fees

Effective December 1, 2025, a late fee of **1.0% per month (12% per annum)** will be applied to any invoice not paid within the stated terms. Including invoices billed prior to the stated effective date.

Late fees will accrue **monthly** until the balance is paid in full.

6. Grace Period

A grace period of **5 calendar days** may be granted at the discretion of WHCA before late fees are applied.

7. Disputes

If you believe a late fee has been applied in error, please contact us within **5 calendar days** of the fee being charged to resolve the issue.

8. Exceptions

Exceptions to this policy may be made at the discretion of WHCA.

Contact: ✉ accounting@whca.org
📞 (360) 352-3304 x 111

NON-PAYMENT MEMBER SUSPENSION POLICIES

This policy establishes clear, fair, and consistent procedures for suspending a member from the Washington Health Care Association (WHCA) due to non-payment of required dues or fees, in accordance with the Association's bylaws.

1. Maintaining Good Standing

Under WHCA's bylaws, in order to remain a member in Good Standing, all members must:

- Comply with the WHCA bylaws, and other rules as determined by the board to include these financial terms and conditions.
- Meet all financial obligations to the Association, including dues and fees for WHCA events or education, and Group Retro participation fees if applicable.

Members failing to meet these requirements may have membership privileges suspended. WHCA will provide a list of delinquent accounts to the Board at each regularly scheduled meeting.

2. Suspension

The WHCA Board has the discretion to suspend a member that is not in Good Standing financially with the association.

A member is subject to automatic suspension if they become **90 calendar days or more delinquent** in payment of dues or other required fees including but not limited to fees related to WHCA's Annual Convention, conferences, or education.

While suspended:

- The member has **no voting rights**
 - Association benefits are withheld, including:
 - Regulatory support and consultation
 - WHCA newsletters and updates
 - Members-only briefings
 - Access to member benefit programs
 - Member pricing for WHCA events and education
 - The member will still be listed as a WHCA member, in name only, until obligations are met.
 - Members who are enrolled in Group Retro shall be suspended from enrolling in the next plan period.
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3. Suspension Procedure

Under WHCA's bylaws, any member **90+ days delinquent** is subject to automatic suspension without a hearing or Board action.

When a member becomes delinquent by 75 days, WHCA will use reasonable efforts to notify the member of their delinquency and pending suspension.

Unless other arrangements have been made, membership is suspended on **day 90**.

Suspended members will be notified that benefits are paused until WHCA approves reinstatement.

Suspended members will be reported regularly to the Board. The Board may terminate membership by a majority vote without a hearing.

4. Duration of Suspension

Suspension terms may be:

Temporary – For a set period (e.g., 30, 60, or 90 days) with an approved WHCA payment plan.

Indefinite – Until all financial obligations are resolved.

Permanent – If obligations remain unresolved.

5. Waiver

Suspension may be waived if WHCA approves a payment plan. All approved payment plans will be reported to the Board.

6. Reinstatement

Reinstatement will be considered upon:

- Resolution or significant progress toward resolving the delinquency.
 - Compliance with a WHCA-approved payment plan.
 - Approval by the WHCA Board.
 - Completion of any prescribed suspension period.
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7. If You Receive a Notice of Suspension

If you receive a suspension notice, contact WHCA **immediately**.

We value your membership and will work with you to prevent disruption of your benefits.

Contact: ✉ accounting@whca.org
) (360) 352-3304 x 111

CHANGE OF OWNERSHIP POLICIES

1. Notification of Change of Ownership (CHOW)

If a company is in WHCA membership, the company is obligated to inform WHCA when there is a change of ownership or management in a building.

- If a member company has acquired a new building, they should provide notification by completing the [CHOW form](#) on the WHCA website.
 - If a member company has relinquished ownership or management of a building, they should notify WHCA at accounting@whca.org as soon as possible to ensure accuracy on future invoices. Be sure to include:
 - The name and address of the facility
 - The effective date of ownership/management transfer
 - The name and contact information of the new owner/management company
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2. Retroactive Billing

WHCA will bill the new owner or management company retroactively to the first day of the month following the date of ownership or management transfer.

3. Proration

Dues are not prorated, regardless of the date of ownership transfer. Whoever holds ownership on the first day of any given month will be responsible for that month's full dues.

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CANCELLATION POLICIES

1. Membership Cancellation

The regular term of membership is one-year, effective January 1st through December 31st. Washington Health Care Association (WHCA) automatically renews membership on January 1st annually. To stop the automatic annual renewal, a written cancellation must be received by WHCA no later than November 30th. If automatic renewal is stopped, a new application will be required to re-enroll in membership.

Should you wish to cancel your existing membership during the membership year, you are required to notify WHCA in writing at least **30 days** prior to the effective date of the cancellation. Cancellations will be effective on the last day of the month following the 30 days. Mid-month cancellations are not available. If membership dues are paid in advance with a single annual payment, a refund will be provided for months that have been prepaid beyond the effective cancellation date.

An email is an acceptable form of a written notice of cancellation.

A cancellation notification is required with a change of ownership. If cancellation is not received, please see our Change of Ownership (CHOW) payment terms and conditions.

Individual facility cancellation policy: Per the WHCA bylaws, membership includes all beds or units licensed by the State of Washington which are under their common control, ownership or management of operations. Common control, ownership or operations is determined by the association according to Labor and Industries identification. Membership cannot be cancelled by a single facility that is part of membership under common control, ownership or management.

2. In-Person and Virtual Event and Education Cancellations and Refunds

These policies apply to both in-person events (Convention/Conference) and live virtual events (webinars, workshops, etc.).

- Cancellations made **2 weeks** in advance of the event start date will receive a **full refund**.
- No refunds will be issued for cancellations made less than **2 weeks** prior to event.
- Failure to attend a registered WHCA event without 2 weeks' advance notice prior to the date of the event will be considered a no-show, resulting in non-refund.

WHCA understands emergencies happen. All exceptions will be made at the discretion of WHCA for unforeseen circumstances. Please contact us as soon as possible so that we can work with you to resolve any issues due to an emergency.

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