

## **Policy – Refund**

### **Introduction**

U3A Altona is a not-for-profit learning community. Our refund policy is appropriate to our structure, purpose, and objectives. Requests for refunds should be made to the Office by email or in writing through the U3A Office. The Treasurer will refer the request to the President. Refunds will only be approved in accordance with this policy.

### **Membership Subscriptions**

Membership subscriptions apply to each year and members must be financial in order to participate in classes. In general, membership subscriptions are non-refundable except in extraordinary circumstances and only if a request for refund is made within two months of their payment. For example, a request for refund would be considered favourably if a member joined to attend a specific class and was subsequently unable to attend owing to the class being cancelled, over-subscribed or an exceptional circumstance arose, and the member was unable to attend. The Altona U3A Committee of Management will consider each application for a refund on its merits.

### **Special Events**

U3A Altona organises special events, social events, and excursions. Some of these activities will require the payment of an event fee. A member who cancels a booking will not be eligible for a refund if the cancellation resulted in U3A Altona incurring unrecoverable costs e.g. if payment has already been made to a venue. Members may appeal to the President in the event of severe illness or other hardship. U3A Altona reserves the right to cancel any event for reasons such as weather conditions, insufficient member support or for any other reason in its discretion, in which case the full event price will be refunded. This process will be managed by the U3A Altona Course Program and the Treasurer.

**Adopted:** 19 March 2024