

U3A HIGHVALE POLICIES AND PROCEDURES

REFUND Policy

INTRODUCTION

U3A Highvale is a not-for-profit learning community and mutual-aid movement. Our refund policies are appropriate to our structure, purpose and objectives.

Refunds will only be considered and, in its absolute discretion allowed, by the Committee of Management in accordance with the following guidelines.

POLICY

Annual Membership

Membership subscriptions apply to each calendar year and members must be financially paid up in order to attend face to face or virtual classes. In general, membership subscriptions are non-refundable except in unusual circumstances and only if a request for refund is made within three (3) months of payment.

A refund of the U3A Highvale annual membership subscription can be provided only under one of the conditions listed below and as approved by the Secretary, President and/or Committee of Management.

- **IF** the member passes away prior to the commencement of the year in which they have enrolled,

OR
- **IF** the member has a serious illness and is unable to attend any classes in the year in which they have enrolled due to such illness,

OR
- **IF** all the classes in which a member has currently enrolled are either cancelled or unavailable
AND
the member is not enrolled in any other classes
AND
the member has not attended any class throughout the year of membership.

Class Fees

Class fees are non-refundable since they are typically only payable when a member attends a class at a location or virtual meeting platform, where they are charged.

For some courses, up-front payment of fees may be required, typically for a full term. Refunds of such fees or partial refund may be made in cases of severe illness or other hardship which prevents the member from attending all or part of a course and are in line with Australian consumer laws.

Special Events Involving An Additional Fee From Members

Member Chooses To Cancel Their Involvement In An Additional Fee Trip Or Event

In respect of events such as Christmas lunches, visits to industries and places of interest arranged for members, including those organised by the Social Committee for which a fee is collected in advance from members, refunds will be made to members cancelling their booking if cancellation is made prior to any nominated cut-off date. If no cut-off date is provided, then the cut-off date will be deemed as being seven (7) elapsed days before the event commences, and in sufficient time that U3A Highvale will not incur any costs because of the cancellation.

If a member wishes to withdraw from the event after the cut-off date, the member will lose their payment unless there is another member who can replace them.

In cases of severe illness or other hardship, U3A Highvale may waive this condition. In the case of group theatre parties or other ticketed events, no refund will be made once a ticket has been purchased with that member's payment.

Additional Fee Trip Or Event Is Cancelled

If a member has enrolled in a trip or event and paid part or all of the cost of the trip or event, a refund of all monies paid will be provided to the member if the trip or event is cancelled by U3A Highvale.

U3A Highvale reserves the right to cancel any event for reasons such as weather conditions, insufficient members' support or any other reason in its discretion.

Returns

U3A Highvale is not a supplier of goods and therefore do not require a Returns Policy.

AUTHORISATION

This Policy was reviewed and accepted by the Committee of Management of U3A Highvale, and recorded in the minutes of the committee meeting, on 08 August 2024.

This policy will be published by the Committee of Management of U3A Highvale Inc. on its website within 4 weeks of the date of this authorisation.

POLICY REVIEW

This Policy will be reviewed at least annually or as circumstances change.

RELATED DOCUMENTS

None