

POLICY 12: REFUND OF MEMBERSHIP AND EXCURSION FEES POLICY

1. INTRODUCTION

U3A Mornington (U3AM) acknowledges that a clear policy on the conditions under which a member's membership and excursion fees can be refunded, is necessary.

2. PURPOSE

Members need to be aware of the conditions under which they can apply for their membership and/or excursion fees to be refunded.

3. SCOPE

This policy applies to all U3AM members.

4. POLICY

4.1 Membership Fees

U3A Mornington membership fees will only be refunded, on application from a member, to treasurer@u3amornington.org.au in the following circumstances:

FULL REFUNDS will be offered where the member:

- Withdraws from all courses prior to the commencement of the member's classes.
- Advises the U3AM office, after the first class, that the content of the course they have enrolled in does not meet their expectations, if that is their only class.

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- Has to withdraw within one month of the commencement of the U3AM year for medical reasons or other extenuating circumstances. These will be considered on a case-by-case basis.
- Is waitlisted in all classes for which he/she has applied and is not offered a place within an appropriate time frame after the commencement of the course(s).

4.2 Excursion fees

Upfront fees paid for excursions and other events incurring advance payments will **not** be refunded to members.

5. RESPONSIBILITIES

The Treasurer is responsible for administering the refund policy. If there are any disputes which arise, the Committee of Management will determine the outcome.

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