

REFUND POLICY

1. MEMBERSHIP FEES

The annual membership fee is a non-refundable subscription fee for membership of U3A Melbourne City Inc.

2. Let's Do EVENTS and other SOCIAL ACTIVITIES

- a. If you book and pay for a Let's Do Event or any other Social activity through U3A Melbourne City Office and cannot attend the event the fee is non-refundable.
- b. You may sell or give the place to another U3A Melbourne City member who has registered for the relevant Let's Do Group, providing you advise the course leader/convener. The office will not be involved in this transaction.
- c. If U3A Melbourne City cancels an event, there will be a full refund to the member.
- d. Let's Do paid events will be restricted to Full and Associate members (including life and honorary) of U3A Melbourne City. There will be no provision for guests attending paid Let's Do events from 1 January 2018. Note guests may still attend functions such as the Winter Lunch and Sundowners.

3. FEE-PAYING COURSES

In the instance of a fee paying course being offered the following will apply.

- a. If you cancel before the commencement of the course, there will be no refund unless a person waitlisted for the course can take your place.
- b. If you cancel after the course has commenced, there will be no refund.
- c. If U3A Melbourne City cancels a fee paying course, there will be a full refund.

4. PAYMENT OF REFUNDS

Fees paid by credit card or debit card will be refunded through the U3A Melbourne City office by EFTPOS on advice from the Treasurer or Treasurer's nominee. Fees paid via Pay Pal will be refunded through Pay Pal. Fees paid by cash will be refunded by Bank transfer on provision of the Members bank account details to the Treasurer.

V4.0 Approved by Committee of Management

21 February 2018