



**BANYULE**  
UNIVERSITY OF THE THIRD AGE

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## Policy Guideline – Refund

### Introduction

1. U3A Banyule (“U3A”) 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 (the “Committee”) in accordance with the following guidelines.
2. In all cases, requests for refunds should be made to the Treasurer at: [treasurer@u3abanyule.org.au](mailto:treasurer@u3abanyule.org.au)  
The Treasurer will either agree with the request or refer the request to the Committee.

### Membership Subscriptions

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

### Class Fees

4. If Class fees are charged, they are generally non-refundable. A member who suffers severe illness or other hardship which prevents the member from attending all or part of a course, may apply for a refund. The Committee will consider each application on its merits and in accordance with Australian consumer laws.

### Donations

5. Donations may be made to U3A for specific projects or for the wider benefit of U3A members. The Committee will determine how the donations are to be used and the donations will be recorded in the published accounts.

6. A member may contact the Committee for follow-up of any matter specific to the member's donation.

### **Special Events**

7. U3A organises special events and visits to places of interest. For these activities, a fee may be collected from the member, or U3A may make a financial commitment on behalf of a member such as the purchase of a ticket of entry.
8. A member who cancels a booking would not be eligible for a refund if the cancellation resulted in U3A incurring unrecoverable costs. Members may appeal to the Committee in the event of severe illness or other hardship.
9. U3A reserves the right to cancel any event for reasons such as weather conditions, insufficient member support or any other reason in its discretion, in which case booking fees will be refunded to members.

### **Returns**

10. U3A is not a supplier of goods and therefore does not require a Returns Policy.

Version	Status	Date
1	Endorsed by Committee of Management	21 June 2019
2	Endorsed by Committee of Management	15 October 2021