



**BANYULE**  
UNIVERSITY OF THE THIRD AGE

U3A Banyule Inc A0013622D

ABN 76 751 606 570

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## Policy – Refund

### Introduction

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

Requests for refunds should be made to the Treasurer by email ([treasurer@u3abanyule.org.au](mailto:treasurer@u3abanyule.org.au)), by post or in writing through the U3A Office. The Treasurer will either agree with the request or 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 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. U3A Banyule Committee of Management -will consider each application for a refund on its merits.

### Special Events

U3A organises special events, social events and excursions. Some of these activities will require the payment of an event fee. Payment for most of events will be via TryBooking.

A member who cancels a booking will not be eligible for a refund if the cancellation resulted in U3A incurring unrecoverable costs eg if payment has already been made to a venue. If a refund is made and the member's payment was via TryBooking then the booking cost of \$0.50 will be deducted from the refund. Members may appeal to the President in the event of severe illness or other hardship.

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 the full event price will be refunded including the \$0.50 TryBooking fee. This process will be managed by the U3A Banyule Course Information Manager and the Treasurer.

### Returns

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 |
| 3       | Draft                               | 4 August 2022   |
| 4       | Endorsed by Committee of Management | 21 October 2022 |
| 5       | Endorsed by Committee of Management | 8 December 2023 |