



REFUND POLICY

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Author: Policy Officer	Scheduled review date: Sep 2029 (every three years)
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1. POLICY PURPOSE

U3A Inner North Inc operates as a not-for-profit learning community and mutual-aid movement with consistent and transparent refund guidelines to ensure fairness to its members and others it has dealings with and to protect financial viability of the organisation.

Refund guidelines are determined at the absolute discretion of the U3A Inner North Inc Board in accordance with the following Procedures.

2. POLICY PROCEDURE

2.1. Membership Fees

Are for a calendar year and are generally non-refundable except:

- (a) in unusual circumstances (such if a member joined to attend a specific class/activity and was unable to attend due to class cancellation or over-subscription); and
- (b) only if requested within three months of payment.

Any other case would be considered on its merits.

Refunds of Membership fees does not preclude a person from rejoining at any time in the future.

2.2. Class/ Activity Fees

Generally non-refundable as typically is payable when a member is charged on a virtual meeting platform or attends a location.

- (a) For some classes/activities, up-front payment of additional costs may be required where U3A Inner North Inc is required to prepay a third party or acquire resources. Refunds of such costs may be possible if another member on the wait list can pay and attend.

2.3. Special Events and Excursions:

- (a) For events with a fee collected in advance from members, refunds will be made to members cancelling their booking at least 7 days before the event starts and in sufficient time so that U3A Inner North Inc and other members do not incur any costs because of the cancellation.
- (b) U3A Inner North Inc reserves the right to cancel any class/activity or event for reasons such as weather conditions, insufficient members' support or any other

reason in its discretion, in which case any amounts paid, will be refunded to members.

2.5. Badges

Hard plastic magnetic/pin badges can be pre-ordered and pre-paid by members at times throughout the year. Refunds are possible prior to order being placed, if other member subscribers and/or U3A Inner North Inc will not incur any additional costs.

2.6. Returns Policy

U3A Inner North Inc is not a supplier of goods and therefore does not require a Returns Policy.

2.7. Discretionary Approval

The Membership Officer, on behalf of the U3A Inner North Inc Board is able to apply discretionary approval to requests for refunds as documented in the U3A Inner North Administration Handbook.

2.8. Requests for refunds

Preferably be submitted in writing to U3A Inner North Inc Membership Officer with the reason for the refund and supporting documentation if relevant.

Generally, refunds will be processed back to the same payment method used for the initial transaction. The U3A Inner North Membership Officer will liaise with the refund requestor if the original payment method is no longer valid.

3. RESPONSIBILITY

3.1. The U3A Inner North Inc Board is responsible for the implementation and review of this policy.

3.2. All U3A Inner North Inc members, volunteers and other personnel are responsible for adhering to this policy.

4. ATTACHMENTS (if any)