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| **1.** | **GENERAL PRINCIPLES** |
| 1.1 | No refund will be made where a payment received from a Member has resulted in Aylsham & District U3A (referred to subsequently as ‘U3A’):-1. incurring a liability to a third party that cannot be cancelled, or
2. making a payment to a third party which cannot be recovered from the third party.
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| 1.2 | Except where a refund conforms to the provision in any of the following Clause 2, 3 and 4 it must be approved by the U3A Committee.  |
| **2.** | **MEMBERSHIP SUBSCRIPTIONS** |
| 2.1 | Where identified by the Treasurer duplicate membership subscription payments will be refunded in full except in circumstances where the duplicate payment has impacted on any commitment by U3A to TAT Ltd. The refund payment will only be made by an online bank transfer. |
| 2.2 | The Membership Secretary may agree to refund a Joint Member subscription payment only when notified before 30th April that the members’ circumstances have changed such that the criteria for a Joint Membership will not be fulfilled. |
| 2.3 | No refund will be made where a member resigns their membership of U3A. |
| **3.** | **SOCIAL EVENTS** |
| 3.1 | The U3A Committee may authorise a Member it has appointed to organise a social event to refund a payment received for that social event if the request is made before any financial commitment has been made to a third party which is reliant on the payee’s booking. |
| 3.2 | The organiser of the social event has the discretion to disregard the provision in clause 3.1 where a refund can be funded by payments received from other participants without compromising any financial commitment that has been made to a third party.  |
| **4.** | **INTEREST GROUPS** |
| 4.1 | A Group Convenor may agree to refund a payment received from a group member if the request is received from the member before any financial commitment has been made to a third party which is reliant on the member’s payment. |
| 4.2 | A Group Convenor has the discretion to disregard the provision in clause 4.1 where a refund can be funded by payments received from other group members without compromising any financial commitment that has been made to a third party.  |
| **5.** | **EX-GRATIA PAYMENT** |
| 5.1 | The committee may at its discretion authorise an ex-gratia payment to a member equivalent to any payment the member has made to U3A where the member is unable to receive the anticipated benefit from their payment due to exceptional circumstances, including family bereavement or a medical emergency.  |

 **Adopted: 15th August 2023**

 **Review: 15th August 2025**