

## U3A Canterbury & District -Refund of Monies paid for Outings and Similar Events – Members

Refunds are not normally given for Members unable to attend an Outing or Event because our U3A generally has to pay for these in advance and Tour companies do not normally offer such refunds. Members should arrange their own travel insurance should they wish to cover themselves against such an eventuality.

Consideration of a refund will only be given in the following circumstances: -

- The Outing /Event has to be cancelled by the U3A because of *Force Majeure* or lack of demand; **or**
- The member has given a minimum of 72 hours' notice of non- attendance to the Outings Organiser before the Outing/Event **and** there are persons on the waiting list who have been contacted and agreed to take up the place(s) concerned; **or**
- The member has contacted the Outings/Event organiser in advance, been told there is no waiting list, and the member has been able to arrange a replacement by another member(s). He /she must advise the Organiser contact details of the replacement in advance before a refund can be considered.

Refunds will not be given for Members who are unable to attend due to illness, or an operation, or any other reason, although every effort will be made to sell their place(s) if 72 hours' notice is given by the non-attendee.

Members making a booking are deemed to have accepted these conditions.

The Chairman's decision is final in the event of a dispute. Payment will normally be made by BACS to avoid postage costs and reduce administration.

June 2018