

CESTRIA U3A CANCELLATION AND REFUNDS PROCEDURE - 2023

1. The organiser of any event should ensure that the tickets are priced so that there is neither an under spend nor an overspend and must include provision for all likely expenses.
2. Cestria U3A should not suffer any loss nor seek to make any profit from any event unless that is specifically agreed beforehand. It should not profit from a member's inability to attend an event.
3. A member should not suffer a loss unless that is unavoidable but must pay for any expenses that have been incurred prior to giving notice of cancellation.
4. The organiser of the event will advise members of the date the deposit must be paid. If not paid by this date it will be assumed the member no longer wishes to attend and their place may be offered to someone on the waiting list or there will be a reduction in numbers attending.
5. Similarly payment of the final amount should also be paid by the specified date and if not received by then will result in their place being offered to another member. If no replacement can be found it may result in a loss of the deposit.
6. As soon as a member is aware that he/she cannot attend an event, he/she must immediately inform the organiser.
7. As a first stage either the member involved or Trip Organiser should endeavour to sell on the cost of the event to another member or, exceptionally, a non-member.
8. If a cancellation cannot be avoided then:
 - a) Transport Costs – if sufficient members are left on the trip to cover the cost at the same price to them, then a refund of the transport element will be made. If the cancellation would mean an increased cost to those still going, then all or part of the increased cost will be forfeited by the cancelling member depending on the costs and numbers involved
9. Ticket/event costs - Ticket/event costs - If the ticket or event costs cannot be negotiated down (due to the cancellation) payment will be expected and/or no refunds given unless a u3a replacement is found.
10. In the event of dispute, the decision of the Chairman, Treasurer, and the Secretary acting together will be final.
11. Members should ensure that their own Holiday and Cancellation Insurance is in place to cover any holidays taken through the U3A.