

TRIPS AND EVENTS – Eu3a's Bookings and Payments Policy

From time to time we arrange paid trips and events. Their dates, venues and details are advertised in the Bulletin and on the web site and in the Newsletter. The advertisements specify how to book and how to pay.

Booking for an event or trip will be subject to availability of places. In some cases, non-members may accompany members but only by prior arrangement with the organisers and members will always be given priority for places. Members must make it clear to non-members accompanying them that non-members are not covered by EU3A's insurance and that they participate entirely at their own risk. Bookings are taken on a first come first served basis and no booking is confirmed until the payment has been received by Eu3a. If a booking is cancelled after Eu3a have made financial commitments, we will not make any refunds unless it happens that someone else wishes to take the freed place but, in any case, there can be no guarantee.

Each event/trip can accommodate only a certain number of people. We will try to avoid over-booking, but it can happen. If it does, we will retain over-payments until we are sure that the booking cannot be taken due to someone else dropping out and, only then will we refund the money. Because we cannot always accurately estimate the costs in advance, there may sometimes be a surplus in the revenues collected. When this happens Eu3a will keep the excess as a reserve against the times when the revenues fall short of the final cost of some other trip or event

Booking on-line is best done by using bank transfers or PayPal as advised in the relevant booking instructions. It is not necessary to have a permanent PayPal account to do this, PayPal allows the use of a credit or debit card.

When booking members must supply their membership numbers and the names of the people for whom places are being secured. Also, the particular trip or event for which a booking is being made must be clearly identified. If this is not done the booking will be rejected.

If any member or any companion has any special needs – for example mobility or hearing problems – the organisers must be informed at the time of booking.

If PayPal is being used this information must be entered in the "Note" box which PayPal offers to send with the payment or else it must be emailed separately to the organisers.

Payments by cheque must be given to the organiser and made out to Elmbridge U3A and accompanied by the membership number(s) etc:

If the payment is made by bank transfer, at the same time an email must be sent to the organiser to say that the bank transfer has been despatched. This email must supply the membership number(s) etc:

Unless otherwise specified, trips by coach start from the Excel Leisure Centre in Walton. Coaches will leave at the times specified, we will not wait for stragglers. The stated return time is only an approximate one.