



## HEYBRIDGE U3A

### EVENTS/TRIPS PRICING AND CANCELLATION POLICY

Trips/outings/events are all advertised in the Heybridge U3A News Sheet and on our website <https://www.u3asites.org.uk/heybridge/events>

To book an event, contact the Events Secretary, either at the monthly meeting or by phone or email (see contact details below).

Heybridge U3A does not seek to make a profit on trips and events but, at the same time, cannot run them at a loss. To help achieve this aim, the following pricing / cancellation policy will apply:

#### PAYMENT

Full payment for the trip must be made at the time of booking. Payment may be made at the monthly meeting or by post to the Events Secretary (contact details below)

#### CANCELLATION:

If, having paid for a trip, you need to cancel, the following cancellation policy will apply:

- Firstly, please advise the Events Secretary by phone or email.
- If we are holding a waiting list and can fill your place, any monies you have paid will be refunded in full.
- If we are not holding a waiting list and are therefore unable to 'sell on' your place, the following elements remain payable and will NOT be refunded:
  - Coach fare (if applicable)
  - Entry fees or tickets for which we have had to pay in advance.

However, the cost of any entrance tickets (to a Palace, Exhibition, Garden, etc.) to be purchased 'on the day' WILL be refunded.

If you are able to arrange for your own replacement, please make the necessary financial transaction between yourselves and advise the Events Secretary accordingly. However, please remember that, to comply with insurance requirements, non-U3A members are only allowed to attend up to two U3A activities as a visitor – thereafter, they must join.

Members who need additional assistance when on a trip may bring an unpaid carer to help them. The place for the carer must be reserved and paid for at the time of booking and the cancellation policy above will apply. Paid carers are not permitted as they would not be covered by U3A insurance.

**Contact: Liz Cawdell      Tel: 07902 294741 / [eventssecretary@heybridgeu3a.org.uk](mailto:eventssecretary@heybridgeu3a.org.uk)**  
**223 Dorset House, 25 Duke Street, Chelmsford CM1 1TB**