

# **SAXON SHORE OUTINGS GROUP**

## **BOOKING PROCEDURES**

Our trips are now proving to be very popular and more often than not we have more members wishing to book a trip than there are places available.

To clarify, and be fair to all, a completed booking form and payment is essential before we can confirm a place on any particular outing. When booking more than one trip at the same time may we ask you to complete a separate booking form and send a separate payment for each trip – this will help to simplify the accounting arrangements between the group and the Branch Treasurer. If, for any reason, you are unable to complete a Booking Form please ask us for help.

All outings are on a first paid first go basis. Regrettably, we will not be able to put your name on an outing list pending payment at a later date. However, when outings become fully booked it may be possible to run a reserve list.

As always all outings are for Saxon Shore U3A members only.

## **REFUNDS**

Once your booking has been confirmed refunds will not normally be available. However, if after a confirmed booking, you find you are unable to make the date please let us know as soon as possible. We will then endeavour to find another member willing to take your place and who will then re-imburse you directly, either by cash or cheque.

## **CONTACT DETAILS**

We will always keep members up-dated for trips booked but it is the member's responsibility to check e-mails and phone messages regarding departure times, pick-up points, general changes, etc, etc.

If you have any queries regarding bookings, refunds or contact details please let us know and we will do our best to answer your questions.