

### **Spelthorne U3A K2 Outings Refund Policy**

This policy applies to outings organised by the SU3A K2 Outings Secretary.

If a member books a place on an outing and subsequently finds they are unable to go, any payments they have paid (deposit or full price) may be refunded as follows:

- a) A refund will be issued if the Outings Secretary finds another person to fill the place.
- b) Members may also find another member of K2 to fill their place but must advise the Outings Secretary by email.
- c) In any circumstances where no person is found to fill the place, the Outings Secretary reserves the right to retain all or part of the payments, including travel costs and entrance money such as might be needed to meet the cost of the visit or outing,
- d) In the unlikely event of an outing being cancelled by the Outings Secretary, all payments will be refunded.