

## Witney U3A

### **Refund policy**

This policy applies to outings, visits and trips organised by a member of Witney U3A for members using booked transport and where appropriate including an entrance fee.

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

- a) Any monies will be returned in full if they or the organiser finds another person to fill the place
- b) In any circumstances, where no person is found to fill the place, the organiser reserves the right to retain all or part of all monies, including travel costs and entrance money such as might be needed to meet the cost of the visit or outing, without incurring extra cost to others.
- c) In the unlikely event of a trip being cancelled by the organiser, all monies will be refunded.

If a dispute occurs, the organiser should refer the matter to the committee via the Group facilitator.