

REFUND POLICY

INTRODUCTION

U3A Ballarat is a voluntary, self-funded, not for profit association that provides a wide range of educational activities at a minimal cost to its members.

PURPOSE

This policy sets out the process and guidelines the Committee of Management apply when a request for a refund of a membership or other fee is made.

Refunds will only be considered and, in its absolute discretion allowed, by the Committee of Management in accordance with the following guidelines.

Membership Subscriptions

Membership subscriptions apply to each calendar year and members must be financial in order to attend face to face or virtual classes. In general, membership subscriptions are non-refundable except in unusual circumstances and only if a request for refund is made within three months of payment. For example, a request for refund would be considered favourably if a member joined in order to attend a specific class and was subsequently unable to attend due to the class being cancelled or oversubscribed. Any other case would be considered on its merits.

Excursions /Special Events

If you have paid for an event or social activity and cannot attend, the fee will not be refunded unless there is a waitlist and someone can take your place. If U3A Ballarat cancels an event or social activity, there will be a full refund to the member.