



### **U3A Hervey Bay Membership Fee Refund Policy**

#### **Purpose:**

This policy outlines the guidelines for refunding membership fees paid by members of U3A Hervey Bay Inc. It ensures transparency, fairness and consistency in handling refund requests.

#### **Scope:**

This policy applies to all U3A HB members.

#### **Eligibility for Refunds:**

- Membership fees are generally non-refundable unless specific conditions apply.
- Refunds may be considered under the following circumstances:
  - ✓ Early Cancellation: If a member cancels their membership within a specified grace period (e.g. fourteen (14) days from the date of payment).
  - ✓ Extraordinary Circumstances: In cases of unforeseen events (e.g. serious illness, relocation, or other exceptional situations).
  - ✓ The content of the course enrolled in does not meet their expectations, if that is their only class. A member must apply within 14 days of the commencement of the course.
  - ✓ If a member joined in order to attend a specific class and was subsequently unable to attend owing to the class being cancelled or over-subscribed.

#### **Refund Process:**

- The Treasurer is responsible for administering the refund policy.
- Members requesting a refund must submit a written request to [treasurer@u3aherveybay.net](mailto:treasurer@u3aherveybay.net)
- The request should include:
  - ✓ Member's full name.
  - ✓ Reason for the refund.
  - ✓ Relevant supporting documentation (if applicable).
  - ✓ Member's full bank account details
- The Committee will review the request within fourteen (14) days.

**Refund Methods:**

- Refunds will be issued via the bank account details submitted in the refund application.
- Allow fourteen (14) days for processing.

**Appeals:**

- Members dissatisfied with the refund decision may appeal in writing to the President (president@u3aherveybay.net)
- The appeal will be reviewed by the Committee.

**Changes to the Policy:**

- U3A Hervey Bay Inc reserves the right to modify this policy as needed.
- Any changes will be communicated to members via Website policy.

Policy approved by Committee .....