



DEEPDENE Inc.
UNIVERSITY OF THE THIRD AGE

POLICY PRINCIPLES

U3A Deepdene is committed to the value of lifelong learning through the establishment and maintenance of opportunities for participation in educational, cultural, physical and socially inclusive programs and activities.

Deepdene U3A adopts the principles of mutual aid which include:

- No payments are made to members for any services rendered
- U3A is self-funded with member subscriptions and costs kept as low as possible
- Outside financial assistance is only sought if it does not imperil the integrity of U3A Deepdene.

REFUND POLICY

Introduction

There are some situations in which it may be appropriate to consider providing a refund to members in relation to subscriptions, class fees, donations or event costs.

Purpose

This policy sets out how U3A Deepdene will consider and treat any refunds.

Policy Statement

U3A Deepdene is a not for profit learning community and mutual-aid movement. Our refund policy is appropriate to our structure, purpose and objectives

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

Procedures

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 owing to the class being cancelled or over-subscribed. Any other case would be considered on its merits.

Class Fees

Class fees are non-refundable since they are typically only payable when a member attends a class at a location or virtual meeting platform, where they are charged. For some courses, e.g. Paid for Exercise Courses, up-front payment of fees may be required, typically for a full term. Refunds of such fees may

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be made in cases of severe illness or other hardship which prevents the member from attending all or part of a course.

Donations

Donations made to U3A are accepted and used for the benefit of the wider U3A membership. Donations are non-refundable. Use of donations are determined by the U3A Committee of Management and may be viewed in the audited and published accounts of U3A.

Members making a donation may contact the U3A Committee of Management for follow-up of any matter specific to their individual donation.

Special Events

In respect of events such as Christmas lunches, visits to industries and places of interest arranged for members, including those organised by the Social Committee for which a fee is collected in advance from members, refunds will be made to members cancelling their booking if cancellation is made at least 14 days before the event commences, and in sufficient time that U3A will not incur any costs because of the cancellation.

In cases of severe illness or other hardship, U3A may waive this condition. In the case of group theatre parties or other ticketed events, no refund will be made by U3A once a ticket has been purchased with that member's payment.

Where the deposit or full fee for an activity has been paid and that activity is cancelled due to COVID restrictions, then the following will apply:

- a. U3A will endeavour to obtain a full refund from the activity provider.
- b. Where U3A cannot obtain a full refund, then U3A will try to negotiate a replacement date for that activity with the activity provider.
- c. If any member notifies U3A by email with seven days of advice of rescheduling that they are unable to attend the replacement date, or a replacement date cannot be organized, then U3A Deepdene will refund whatever money has been paid by that member for that activity.
- d. In no circumstance will U3A Deepdene be liable for any other loss occasioned to any member by that cancellation.

Apart from cancellations caused by COVID restrictions as described above, U3A reserves the right to cancel any event for reasons such as weather conditions, insufficient members' support or any other reason in its discretion, in which case booking fees will be refunded to members.

Returns

U3A is not a supplier of goods and therefore do not require a Returns Policy.

Responsibilities

- U3A Deepdene's Committee of Management is responsible for:
 - consideration and decision on refunds in accordance with this policy and guidelines.
 - developing, adopting, implementing, publishing and reviewing this policy
 - scrutiny and resolution of any complaint made about failure to comply with this policy.

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- Any Member of U3A Deepdene’s Committee of Management is responsible for: -
 - receiving enquiries about this policy
 - receiving complaints about an alleged failure to comply with this policy, reporting the incident to the President and bringing the matter before the Committee of Management promptly
- All members, volunteers, employees and contractors are responsible for complying with this policy

Related Documents

- U3A Deepdene Constitution
- U3A Deepdene Financial Management Policy