

REFUND POLICY

U3A DEEPDENE

U3A Deepdene is a not for profit learning community and mutual-aid movement. Our refund policies are 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.

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 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. 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 once a ticket has been purchased with that member's payment.

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.