



University of the Third Age Hawkesbury Inc.

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Refund Policy

U3A Hawkesbury Inc 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 Management Committee in accordance with the following guidelines:

Membership Fees

Membership Fees apply to each calendar year and members must be financial in order to attend face to face or virtual classes. In general, membership fees 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 under the following circumstances:

- 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, or
- If a member has a severe illness or other hardship which prevents them from attending all or a substantial part of a course.
- Any other case would be considered by the Management Committee on its merits.

Donations

Donations made to U3A Hawkesbury Inc are accepted and used for the benefit of the wider U3A membership. Use of donations is determined by the U3A Hawkesbury Inc Committee and may be viewed in the audited and published accounts of U3A Hawkesbury Inc. Members making a donation may contact the U3A Hawkesbury Inc Committee for follow-up of any matter specific to their individual donation.

Special Events

In respect of events (such as Christmas luncheon, mid-year luncheon, visits, excursions or other activities organised for members 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 7 days before the event commences and in sufficient time that U3A Hawkesbury Inc will not incur any costs because of the cancellation. In cases of severe illness or other hardship, U3A Hawkesbury Inc may waive this condition. U3A Hawkesbury Inc 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 Hawkesbury Inc is not a supplier of goods and therefore does not require a Returns Policy

Policy approved by the Management Committee: 7 November 2022 Next Review: November 2023

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