



U3A MOONEE VALLEY INC  
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## Policy Guideline 02 - Refunds

U3A Moonee Valley is a not for profit learning community and mutual-aid organisation. 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 financial year from 1 December to 30 November 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. Any other case would be considered on its merits.

### Class Fees

Class fees are non-refundable. They are typically only payable when a member attends a class where U3A Moonee Valley Inc. is required to pay additional costs for materials or external tuition etc. Examples include the Book Clubs and Bridge Lessons for Beginners. In these cases, U3A Moonee Valley Inc. subsidises the fees payable, but members are required to pay the balance up-front. 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.

### 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 thirty days before the event commences, and in sufficient time that U3A Moonee Valley Inc. will not incur any costs because of the cancellation. Should U3A Moonee Valley Inc. incur any costs, these will be deducted from any refund made. In cases of severe illness or other hardship, U3A Moonee Valley Inc. may waive this condition. In the case of group theatre bookings or other ticketed events, no refund will be made once a ticket has been purchased with that member's payment.

U3A Moonee Valley Inc. reserves the right to cancel any event for reasons such as weather conditions, insufficient members' support or any other reason at 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.

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