

MaD u3a

Policy regarding refunds

Many of our proposed trips, visits or events and from time to time some of our group activities may require the payment of a deposit to secure the booking and often these have to be paid several months before the proposed trip or event.

We realise that sometimes people's circumstances change and there are genuine reasons why they may have to cancel a booking. However our policy with regard to refunds of deposits is as follows:-

1. Check your own travel insurance to see if this will cover you.
2. If a trip is cancelled by us or the trip organiser, if different, then deposits paid will be refunded by the treasurer. Please note that you may have to wait a short while as information has to be checked with the treasurer who posts payments received on a weekly basis but deals with the u3a payments out on or around 25th of each month. You will also need to respond to the treasurer's request for your bank details to enable her to make a refund.
3. If you as an individual have to cancel then unfortunately, in those circumstances, any monies paid are non-refundable. As a matter of goodwill only, and provided there is reasonable notice, our trips team may try to resell the place. If they are able to do that they will ask the replacement to reimburse the original person direct, or you can arrange a replacement yourself, provided that if it is a u3a trip (rather than a trip for example being run by Skills or a similar travel company, where the trips are open to anyone to book), the space can only be filled by a u3a member to satisfy our insurance requirements. If you have found a replacement for the trip or event, please advise the trips team or if applicable your interest group convenor.

Please remember that all of us are volunteers and we are trying to minimise the additional work for everyone.