

Policy on refunds for paid-for activities

Many of the activities offered by Farnham U3A are free of charge once you have paid your annual membership fee. However, some activities involve specific costs which are directly shared amongst the members who choose to participate, such as:

- Groups which engage professional, self-employed external tutors, such as Pilates or Yoga
- Groups which buy refreshments for their own consumption, including wine-tasting
- Groups where members agree to pay a small contribution upfront towards court or equipment costs as stated in the Programme, such as Pickleball
- Events like discos where members buy tickets in advance
- Theatre, concert and day trips.

Our policy is that:

- These activities should be paid for by the members who choose to participate, rather than being covered out of the membership fees paid by everyone.
- Any groups or activities requiring payment should be clearly identified as such, and the payments clearly explained when they are publicised to members.
- The contribution requested from members should cover the costs.
- The costs should be at a level which is reasonable and represents good value.
- Payments for these activities will not be refunded to members who cancel or don't attend, as this would mean asking others to cover the cost.

If you sign up for a group or an event that involves payment, please be aware that:

- You are making a commitment to cover your share of the costs.
- All members wishing to participate will be asked to pay in advance, to ensure there are sufficient funds for the activity to go ahead.
- Payments are non-refundable, unless or until your place is reallocated to someone else. This means no refunds will be given if you miss paid-for classes or an event because of holidays, illness or any other reason. The only exception is if you contact the Group Leader or Contact to say that you wish to give up your place AND someone else can be found to replace you.
- If you miss some sessions but would like to keep your place, you will need to continue paying the cost in full.

The position on refunds and cancellations for trips is covered in further detail in a separate Trips Guidelines document.

Owned by:	The Groups Team
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