



U3A Toowoomba Inc

7 Matthews Street Harristown Qld 4350 Ph 46877659

Membership/Term Fee Refund Policy

1. Purpose:

This policy outlines the guidelines for refunding membership/term fees paid by members of [U3A Toowoomba Inc]. It ensures transparency, fairness and consistency in handling refund requests.

2. Eligibility for Refunds:

- Membership fees are generally non-refundable unless specific conditions apply.
- Refunds may be considered under the following circumstances:
 - **Early Cancellation:** If a member cancels their membership within a specified grace period (e.g. fourteen (14) days from the date of payment).
 - **Extraordinary Circumstances:** In cases of unforeseen events (e.g. serious illness, relocation, or other exceptional situations).
 - **Term refunds** must be applied for within two (2) weeks of the commencement of term.

3. Refund Process:

- Members requesting a refund must submit a written request to **president@u3atoowoomba.au**
- The request should include:
 - Member's full name.
 - Reason for the refund.
 - Relevant supporting documentation (if applicable).
- The Membership Committee/Board/Management will review the request within fourteen (14) days.

4. Refund Amount:

- Refund amounts will be determined based on the following criteria:
 - **Early Cancellation:** A full refund of the membership fee minus any administrative charges (if applicable).
 - **Extraordinary Circumstances:** Refunds will be assessed case by case. Documentation may be required.
- No refunds will be provided for partial membership periods.

5. Administrative Charges:

- U3A Toowoomba Inc reserves the right to deduct reasonable administrative charges from the refund amount.
- Examples of administrative charges include processing fees, membership kit costs, or other non-recoverable expenses.

6. Refund Methods:

- Refunds will be issued via the original payment method (e.g. credit card, bank transfer).
- Allow fourteen (14) days for processing.

7. Non-Refundable Items:

- Certain items are non-refundable, including:
 - Donations made in addition to membership fees.
 - Event registration fees (unless otherwise specified).

8. Appeals:

- Members dissatisfied with the refund decision may appeal in writing to Complaints Officer (info@u3atoowoomba.au)
- The appeal will be reviewed by an independent committee.

9. Changes to the Policy:

- U3A Toowoomba Inc reserves the right to modify this policy as needed.
 - Any changes will be communicated to members via Website policy.
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