



U3A Ipswich & West Moreton Inc  
ABN 23 186 788 461  
25 Eileen Street  
Booval Qld 4304  
Phone: 07 3282 7484  
Email: [contact@u3aipswich.org.au](mailto:contact@u3aipswich.org.au)  
Web: [www.u3aipswich.org.au](http://www.u3aipswich.org.au)

## REFUND POLICY

U3A Ipswich & West Moreton Inc (U3A Ipswich) is a voluntary, not-for-profit organisation, and part of the worldwide network of Universities of the Third Age (U3A). U3A Ipswich provides members (predominantly seniors and retirees) with affordable adult educational opportunities to learn and exercise in a relaxed environment. Our refund policies are appropriate to our structure, purpose and objectives.

Refunds will only be considered at the absolute discretion of the Management Committee, in accordance with the following guidelines.

### **Membership Subscriptions**

Membership subscriptions apply to each calendar year and members must be financial in order to attend our 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 or over-subscribed. Any other case would be considered on its merits.

### **Special Events**

In respect of events such as celebratory lunches, visits to places of interest arranged for members, including those organised on behalf of the Management 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 seven (7) days before the event commences, and in sufficient time that U3A Ipswich will not incur any costs because of the cancellation. In cases of severe illness or other hardship, U3A Ipswich 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 Ipswich reserves the right to cancel any event for reasons such as weather conditions, insufficient support or any other reason at its discretion, in which case booking fees will be refunded to members.

### **Returns**

U3A Ipswich is not a supplier of goods and the organisation does not require a Returns Policy