

Glen Eira U3A Refund Policy

Purpose

This policy outlines when and how members may request a refund for membership or course fees.

Eligibility for a Refund

You may be eligible for a full or partial refund in the following situations:

- **Course Cancellation:** If you are not able to enrol in any of the courses you selected (e.g. the course was cancelled, over-subscribed, or did not go ahead).
- **Withdrawal from a Single Course:** If you are enrolled in only one course and choose to withdraw after the first class, you may be eligible for a refund.
In this case, please inform the Tutor as soon as possible, so the vacated place can be offered to another member.
- **Relocation:** If you move to a different suburb before attending any classes, and are no longer able to participate.

Refund eligibility is assessed on a case-by-case basis. If you're unsure, please contact the Glen Eira U3A Office for guidance.

Refund Amount

If approved, you will receive a full refund less the Administration Fee of \$5.

Refunds for Materials, Excursions & Events

Fees paid in advance for course materials, excursions, or special events are not automatically refundable. These refunds will be considered on a case-by-case basis by the Tutor in consultation with the Treasurer. We recommend checking with your Tutor before making additional payments beyond your course fee.

How to Request a Refund

To apply for a refund:

- Write to the Treasurer at: treasurer@gleneirau3a.org.au or apply via the U3A office.
- Clearly state the reason for your refund request and include any relevant dates or details.
- The Treasurer will review your request in line with this Policy and respond.

Processing Time and Method

- Refunds will be processed within 14 business days of approval.
- Refunds are typically paid via bank transfer. You may be asked to provide your bank account details.

Questions and Support

For general enquiries, please contact the Glen Eira U3A Office. For specific concerns about a refund, the Treasurer will be your main point of contact.

Appeals or Disputes

If you are not satisfied with the outcome of your refund request, you may request a review by the Glen Eira U3A Committee. Please submit your appeal in writing to the Office.