



Policies and Procedures Manual

Title: **Subscriptions Fees Charges and Refunds**

Policy:

Imposing subscriptions, fees, charges or providing a refund in any circumstances must only occur in accordance with this policy.

Subscriptions, Fees and Charges.

1. Rule 69 of the *Constitution* provides U3A Knox Inc. may derive funds from joining fees, annual subscriptions, donations, fund-raising activities, grants, interest and any other legal sources approved by the Committee.
2. Rule 12 of the *Constitution* provides the Committee may require:
 - a. a person making an application to be a member of U3A Knox Inc. pay a joining fee and an annual subscription, and
 - b. a member on renewing his or her membership pay the annual subscription.
3. When a member fails to pay the annual subscription by the due date all rights of the member, including the right to vote are to be suspended until the annual subscription is paid. If the member agrees to pay the annual subscription in full, unless there are exceptional circumstances, the Committee may determine a joining fee be paid, and
4. When a member fails to pay the charge required to attend a course or excursion by the due date, U3A Knox Inc. reserves the right to on sell the place in the course, excursion or event to another member or person.

Refunds

5. The joining fee or annual subscription required with an application for membership or any amount paid in advance by an applicant for a course, excursion or other service may only be refunded or waived in whole or in part when;
 - a. the application for membership is not approved by the Committee, or
 - b. the applicant withdraws the application before approval is granted, or
 - c. the Committee became aware immediately after the application was approved, exceptional circumstances arose and the applicant was unable to continue with the application.

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6. An application by a member for refund of an additional fee or charge paid for a course will only be considered up to two weeks before the course commences or after that time if the tutor or class leader agrees that another member (members on the course waiting list must be considered first) would be suitable to fill the casual vacancy and that member agrees to pay the additional charge in full.
7. A refund of an additional charge paid by a member for an excursion or event or other service will not be made once the excursion or event or other service has been arranged or booked unless the refund will not impact adversely on the financial viability of the excursion, event or other service or cause an increase in costs to other members attending or U3A Knox Inc.
8. if any costs e.g. bank fees are associated with providing a subscription, refund of fees and charges the amount may be deducted from the amount claimed.
9. If a course, event or other service is cancelled at any time by U3A Knox Inc. for reasons other than cancellations by members or others making the course, event or other service financially unviable, monies paid shall be refunded in full or in part. Any costs associated with providing a refund must not be deducted from the sum to be refunded.
10. Applications for all refunds are to be assessed by the Secretary to determine whether the request meets the criteria of this policy.
11. If an application satisfies the criteria, the Secretary will determine the amount of the refund and inform the applicant, in writing, of the decision. Any dispute in relation to the amount of the refund determined by the Secretary is to be referred to the Committee for determination.
12. If an application does not satisfy the criteria of this policy, the Secretary is to inform the applicant in writing that the application has not been approved. The applicant may request the decision be referred to the Committee for further consideration of the decision.
13. Payment of refunds must not be made from a cash float and the Treasurer must accurately record in the accounts details of each transaction involving a refund at the time of the transaction.

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