

TRIPS AND REFUNDS POLICY

The following is contained in the Financial Policy for South Durham u3a:

“Events such as theatre trips, visits or educational days out must be charged at cost and all participants pay appropriately. The costs paid by members must cover out-of-pocket expenses.”

To comply with u3aTrust legal requirements, we are only allowed to take u3a members (from any branch) on our trips. The one exception is that if members require a Carer to travel with them, that person need not be a u3a member. However, in such circumstances, the event organiser needs to be given their names and any other relevant information.

U3a insurance does not include personal accident/injury or travel insurance, these are the personal responsibility of each u3a member to take out. The following applies in the event of a member requesting a refund :

1. Any refunds obtained by trip leaders, due to cancellation of events, will be passed on but it will not be possible to refund items like theatre tickets if a trip is cancelled due to poor weather, coach accident, train strike etc.
2. Where money has been paid for a South Durham u3a organised event, we will endeavour to reimburse the member for any costs which can be avoided or reimbursed by the suppliers, e.g. for items such as entrance tickets, venue bookings, hotel bookings etc., as long as this does not affect the viability of the event.
3. Where the cost of a coach and entrance fee has been booked for an event, no refund will be given to a member in the event of cancellation except where another member can be found to fill the vacant place.
4. Where an event is full but other members wish to attend, a reserve list of names will be kept and the place offered to the first on the list when a place becomes available.
5. If there are no reserves on a list, it will be up to the individual concerned who is cancelling their place to find a replacement, who must be a u3a member.
6. If no replacement can be found then no refund will be given.

Adopted April 2025

Signed:(Chair)

..... (Secretary)

Date:

Next review April 2027

April 2026	No changes