# PAYMENT AND REFUND POLICY

Probus Club of Pittwater has established the following payment and refund policy in order for members to clearly understand the terms and conditions prior to making payments for either joining fees, annual subscriptions, outings, activities or tours.

## 1. Joining Fees and Annual Subscriptions

The Pittwater Probus Club has a No-Refund policy in relation to joining fees and/or annual subscriptions.

In certain circumstances such as inability to attend meetings because of personal health issues or partner illness, the Club Management Committee shall consider a request to become a Non-Active Member. This means that no Club fees need to be paid, but still retain membership of the Club without the normal member's commitments. If circumstances change, members can re-establish their normal membership. In the meantime, the member will always be welcome at Club meetings and activities and copies of the Club's newsletter will continue to be sent to the member.

## 2. Payments for outings, activities and/or tours

When seeking expressions of interest in an outing, activity or tour, the Club will consider setting an amount required as a deposit. This will assist in determining a more accurate assessment of interested participating numbers.

In respect of any activities or tours, the Club will ensure that all potential registered participants are clear as to when the final payment is due in respect of those activities or tours.

## 3. Cancellations and Refunds

Members are to be advised of the Club's policy with respect to cancellations and refunds when the outing, activity or tour is promoted to ensure that there is no misunderstanding. In some cases, a minimum number of participants is required and often no refunds will apply after a timeframe to be determined by the Club.

The entitlement to a refund will vary depending on monies paid and commitments given to bookings with third parties. However, the Club will ensure that there is sufficient notice given by participants of cancellations to allow the Club to offer those cancelled spots to other members, if possible.

The Clubs encourages members to consider travel insurance when booking extensive tours in particular, which normally cover cancellation costs in certain circumstances.

## 4. Free of Charge Offers

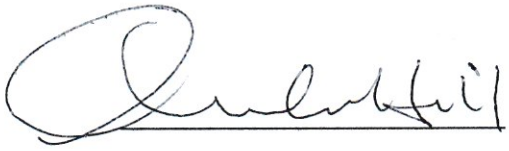
In the event that the Outings, Activities and Tours Officer or designated organiser is offered a 'free of charge' ticket or discount from the provider, any such offer or discount shall be declined or applied so that it benefits every person participating in that particular outing, activity or tour.

## 5. Insurance Coverage

It is important to note that only approved Probus activities will be covered under the Probus National Insurance Programs, subject always to the terms, conditions, limitations and exclusions of the policies within those programs. These activities include any event organised by a Club such as meetings, outings, tours, trips and interest groups.

The National Insurance Programs do not provide cover for cancellation/refunds nor do they provide cover for illness.

Information about the Probus National Insurance Programs can be found in the Club Administration Section of the Probus South Pacific Ltd website at www.probussouthpacific.org.au



President's signature

Secretary's signature