

APPENDIX II

ACTIVITIES AND REFUND POLICY

General

1. Activities and excursions are organised to cater for a wide range of club interests. These include single day activities and extended tours.
2. **One day excursions** will normally be organised for the third Thursday of each month.
3. Details of the ***Itinerary and Costs will be published IN*** :
 - the monthly Bulletin.
 - In the Club Auditorium at the general meetings.
4. **Payments** must be made by the close of the monthly meeting one month prior to the activity.
5. **Refunds**: If the minimum number of participants have not booked and paid one month prior to the excursion it will be cancelled and refunds will be made.
6. **Non attendance**: Where the Club has to pay for the activity for the numbers booked we **are unable to refund monies** paid if any member is unable to join an activity for which a booking has been made. - Notwithstanding this policy, the committee may consider written requests for a refund where the member is unable to attend in exceptional circumstances
7. Special provisions apply for extended tours. These will be published with each activity. Insurance for these activities is the responsibility of the participant.

Procedures

Booking and Payment

1. Complete an **Activities Booking/Payment voucher and receipt** form in full. There are blank forms at the meeting. This procedure also must be followed if paying electronically.
2. Present the completed form with payment **at the payment desk** where a receipt will be provided.
3. If paying by cheque, make it payable to **Asquith Mixed Probus Club Inc.**
4. **Electronic Payment**: If payment has been made electronically, attach a transaction receipt (from the relevant bank) to the Activities Voucher and Receipt form, and present it at the payments desk before going to the tour organiser.
5. **Tour Organiser's desk**: Present the receipt at the Tour Organiser's desk to have your attendance confirmed and have your receipt endorsed by the organiser.
6. **Retain your receipt** — Your receipt may be required when claiming a refund, credit or replacement ticket.

7. **Refunds:** When the Club cancels, or reduces the cost of a tour, the Club may arrange a refund.
8. **Where a member seeks a refund** after withdrawing from an activity or activity has been cancelled or where special circumstances apply a written request is to be submitted to the committee via the Secretary or Activity organiser.