

Refund Policy

These guidelines serve to help the committee decide whether to issue refunds to members, and what amount of refund is appropriate. The Society is not-for-profit; this policy aims to ensure all our members are treated fairly, and that the acts of some participants do not negatively affect the experience of others, by unfairly costing the Society unnecessary costs.

Minimum Refund Policy: Members who withdraw from an activity after signing-up, which may or may not include payment, shall have the right to a refund not exceeding the Minimum Refund, which shall be the full amount originally paid, less any demonstrable committed costs (either manifested as cash or credit) by the Society, and less £5.00 fee per activity.

The Venture Leader should decide, in the first instance, on an appropriate refund, taking into account the circumstances surrounding the activity and the individual concerned. They do not have any obligation to issue any refund exceeding the Minimum Refund, and do so entirely at their own discretion.

Where the Society removes an individual from a venture, for example due to oversubscription, the individual shall be entitled to a full refund of the amount they paid.

Committed Cost Guidelines

Examples of committed costs include, but are not limited to:

- Accommodation fee
- Vehicle spaces (inclusive but not limited to vehicle hire, discount cost, fuel, tolls, and parking).
- Additional service vehicles, including vans, booked based on those signed up.
- Food (perishable and non-perishable food, whether purchased for the trip, or allocated to it from internal Stores).
- Permits, Training, or Course Fees

If an individual withdraws from a trip and their place **can be filled**, it may be reasonable to refund the full amount. If an individual withdraws from a trip and their place **cannot be filled**, especially if the trip is likely to make an overall loss, it is possible that the committed costs may exceed the amount paid, making the net refund amount zero.

Additional Fees and Credits

The £5.00 fee may be levied from any refund where the need for a refund could have been readily avoided. Examples include but are not limited to double-booking, last-minute change of plan, assignment or examination that was known about prior to signing-up.

Generally speaking, the £5.00 fee may be waived in the case of unforeseen significant circumstances such as significant injury, family issues, other medical issues, miscellaneous crises.

The Venture Leader may choose to apply an added goodwill payment to any refund amount, in circumstances they consider appropriate. Additional payments are not an admission of liability.

Unpaid Fee Collection

If an individual is unable to pay for an activity at sign-up, and they sign-up anyway on the promise of payment at the activity, but later withdraw from the activity before payment, the Treasurer may seek to recover these costs (trip fee less approved refund) from the individual. To act otherwise would effectively penalise those who had paid upfront.

The Treasurer should approve all refunds before they are issued. Complaints regarding refunds may be escalated according to the Complaints Procedure.