



MELBOURNE SUNRISE PROBUS CLUB INC

EVENTS AND REFUND POLICY

1. Day Tours/Activities

If the Probus Member/Guest's circumstances change and they need to cancel their registration, they must notify the Event Co-ordinator in writing by email at least 7 days prior to departure if they are seeking a refund. Refunds may vary depending on monies already committed to third party operators, eg accommodation, food and beverage, travel. Therefore a full refund in certain circumstances may not be possible. If the Probus Member/Guest wishes to find a replacement the Event Co-ordinator will provide names that may be on a waiting list. It is then the responsibility of the Probus Member/Guest to contact these people to find a possible replacement, arrange their own financial transaction, and advise the Event Co-ordinator the replacement's details.

2. Extended Tours

If the Probus Member/Guest's circumstances change and they need to cancel their registration, they must notify the Event Co-ordinator in writing by email at least 28 days prior to departure if they are seeking a refund. Refunds may vary depending on monies already committed to third party operators, eg accommodation, food and beverage, travel. Therefore a full refund in certain circumstances may not be possible. If the Probus Member/Guest wishes to find a replacement the Event Co-ordinator will provide names that may be on a waiting list. It is then the responsibility of the Probus Member/Guest to contact these people to find a possible replacement, arrange their own financial transaction, and advise the Event Co-ordinator the replacement's details. Members are encouraged to take out Travel Insurance for extended or expensive tours. Probus Travel Insurance is worth considering when seeking insurance quotes for an extended tour (see your membership card for contact details).

3. Payments

Once an invoice has been issued payment is required within the nominated date. Failure to pay by this date will result in the Probus Member/Guest being removed from the registration list.

4. Waiting Lists

No payment is required for a Probus Member/Guest placed on a waiting list.

5. Deposits

For events costing in excess of \$250, a deposit of no less than 50% will be invoiced.

6. Costings

A margin up to 10% may be included in the cost of events to cover unforeseen circumstances.

7. Registration List

Please ensure registered names on the list are genuine and authorised by the individual.

8. Attendance at other Probus Clubs

Please be aware if attending other Probus Clubs their policies may vary.

Please note only Probus events recommended by the Committee of Management and approved by the membership for Probus Members/Guests will be covered by Probus insurance.