

**EVENTS and REFUND**

**POLICY**

Version 1.0

**MELBOURNE BEARBRASS PROBUS CLUB Inc.**

**ADOPTED ON** 13th February, 2024

**CHANGE CONTROL**

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| **Version** | **Publish Date** | **Content/Amendments** | **Author** |
| 0.1 | 1st December, 2020 | Initial draft for consideration by Management Committee members | Mel Gray |
| 0.2 | 27th February, 2021 | Draft including feedback received | Mel Gray |
| 0.3 | 8th February, 2024 | Minor grammatical fixes in base document, inclusion of ClubRunner reference and make fit for approval by club members. | Mel Gray |
| 1.0 | 13th February, 2024 | Approved by members | Mel Gray |

**INTRODUCTION**

This policy deals with how the Melbourne Bearbrass Probus Club (the Club) addresses payment and refunds for activities, outings and tours and the circumstances in which members and visitors are entitled to a refund.

**PAYMENT POLICY**

1. When seeking expressions of interest in activities, outings and tours where a group booking is required, an amount required as a full or partial payment (deposit) should be required where:
   1. Only a finite number of participants can be catered for the activity, outing or tour to proceed
   2. The Club would be at risk of a financial penalty in the event of a member or visitor cancelling from an activity, outing or tour with late or no notice
   3. A minimum number of participants are required.
2. Subject to paragraph 1 above, where payment for an activity, outing or tour is to be paid for by each attendee either prior to or at the event, no deposit should be required
3. Where a group booking is required for an activity, outing or tour, the entire payment amount should be paid by the prospective attendees, prior to the activity, outing or tour being booked, by a date determined by the relevant Convenor
4. The Club will not underwrite the payment for any activity, outing or tour, in advance of full payments being made by participants.

**CANCELLATION POLICY**

1. Where a group booking is required for an activity, outing or tour, the policy with respect to cancellations and refunds for that activity, outing or tour should be advised to members and visitors as the booking is made.
2. When a prospective attendee cancels from an activity, outing or tour, a refund will only be made in circumstances where the Club does not incur a financial penalty as a result of the cancellation.
3. Refund qualifications and amounts depend upon on monies paid and commitments given to bookings with third parties.

**INSURANCE COVERAGE**

1. Only recognised activities, outings and tours as approved by the Management Committee will be covered under the Probus National Insurance Programs, subject to the terms and conditions of the policies within those programs. The National Insurance Programs do not provide cover for cancellation/refunds nor does it provide cover for illness.
2. Proof of attendance at events covered under the Probus National Insurance Programs, will be by attendees using ClubRunner functionality to accept the emailed invitation.

**END OF POLICY**