

The Probus Club of Camberwell

Payment and Refund Policy

1. Membership Fees

- Membership fees are set annually by the Committee and approved by members at the Annual General Meeting.
- Fees are payable in full at the start of the club's membership year.
- Membership is confirmed only once payment is received.
- Fees are not transferable between members.

2. Event/Activity Payments

Payment for outings, lunches, trips, or special events must be made by the published due date.

- Bookings will only be confirmed once full payment is received.
- If payment is not received by the due date, the club reserves the right to offer the place to another member.

3. Refunds – General

- Membership fees are generally **non-refundable**, except in cases of administrative error.
- Refunds for events/activities will be considered under the following conditions:
 - **Cancellation by the Club:** Full refund of the amount paid.
 - **Member Cancellation:** Refunds will only be made if:
 - notice is given before the club's published cancellation deadline; or
 - the club is able to fill the place from a waitlist; or
 - the venue/service provider agrees to refund the club.
- In cases where the club has already paid suppliers and cannot recover costs, no refund will be available.
- Members are encouraged to consider travel insurance where applicable

4. Exceptional Circumstances

- The Committee may, at its discretion, approve a refund in exceptional personal circumstances (e.g. serious illness).

5. Method of Refund

- Refunds will normally be made by the same method as the original payment.
- Refunds may take up to 14 days to process.

6. Contact

Questions about payments or refunds should be directed to the Club Treasurer (camprobtres@gmail.com).

Approved Date: 16/9/2025

Review Date: September 2026