

Canterbury & District U3A Courses Refund Policy

(U3A Committee decision 19th October 2015)

Refunds are not normally given because we expect members to take care to select their courses carefully based upon the description given in the programme and supplemented if desired by contacting the Tutor for additional information. In all cases U3A and the member will apply a test of reasonableness regarding a claim, particularly where small amounts are concerned ((i.e. less than £5), but the Chairman's decision is final in the event of a dispute. Payment will normally be made by BACS to reduce postage and simplify admin.

Refunds will be given in the following circumstances.

- The complete course has to be cancelled by U3A for some reason such as the Tutor is unable to give the course or no suitable accommodation can be found.
- The student after signing up for the course cannot attend any sessions due to an unforeseen significant event such as an operation or illness (or is the only carer for a person who suffers such an event);
- Refunds will not be given for odd sessions which cannot be attended. If the course tutor is not available for such a reason he /she will be expected to run an additional session(s) to compensate.