



Willoughby North Probus Club Inc.

Payment and Refund Policy

This is the Payment and Refund Policy of Willoughby North Probus Club Inc. (WNPC), an incorporated association in New South Wales accredited to Probus South Pacific Limited (PSPL). WNPC is committed to fairness, transparency, and the wellbeing of our members.

1. Purpose

While our events and activities are carefully planned, we understand that unexpected situations can occur. This Policy outlines how payments and refunds are managed.

2. Event and Activity Payments and Refunds

Commitment to Bookings

When you sign up for an event involving advance ticket purchases or bookings:

- You are expected to pay the full cost of your place;
- If you withdraw after committing and a replacement cannot be found, you may remain responsible for the ticket cost;
- WNPC funds will not be used to subsidise withdrawals due to change of mind; and
- This Policy applies to participants whether WNPC members or visitors.

Health and Emergencies

We understand that genuine emergencies can arise, in which case:

- Members are encouraged to try selling or transferring their place, before requesting assistance; and
- The Activities Committee will attempt to help find a replacement participant.

Standard Withdrawal Guidelines

- **Full refund:** If another participant is found to take your place;
- **Partial refund:** Where event providers withhold a full refund, eg. as a cancellation fee; and
- **No refund:** Withdrawals made **within 48 hours** of the event, unless exceptional circumstances apply.

Cancellations by WNPC

If an event is cancelled or significantly changed by WNPC, all participants will receive a full refund.

3. Membership Fees

Membership fees are **non-refundable**, except in cases of administrative error or duplicate payment.

Special Considerations

We acknowledge that unforeseen health or family matters may impact your participation. If you believe your situation needs special consideration, please speak confidentially with an Activities Committee member. Requests will be handled with discretion and understanding.

4. Requesting a Refund

To request a refund, please contact the Treasurer or the relevant event organiser, providing the following:

- Your name
- The event or payment

Refunds will be issued via bank transfer, so please provide the Treasurer with your bank account details:

- Name of account holder
- BSB details
- Account number

Policy adopted by WNPC Committee on 12 November 2025.

Review Date: