



COMBINED PROBUS CLUB OF ST HELENA INC.

PAYMENT AND REFUND POLICY

Given the many aspects surrounding collection of payments and provision for refunds, the following guidelines are provided to assist in clarification of procedures, collection of payments, meeting RSVP dates and/or requesting refund for functions.

1. Members will be asked to fully pay in advance for activities such as dine-outs, where numbers are crucial, to remove the problem of “no shows” and the club having to pay.
2. Payment details for trips/outings/activities, such as amount and due by date, will be advised via the newsletter.
3. Any odd cents in attendance costs should be rounded up so even dollars are paid.
4. The Combined Probus Club of St Helena Inc. organises events in good faith and at times pays the service provider a pre-agreed amount. If any member cancels from that event once the service provider has received payment (or commitment to pay), the club cannot guarantee reimbursement to that member.
5. A refund could be made if the supplier’s policy is that payment is made on the day for only those in attendance or if ticket/place can be taken by another member.
6. With regard to our duty of care to members, club organisers can cancel an event at short notice if that is deemed to be in the best interest of members. All paid-up participants will be contacted. However due to service provider policy, reimbursement to each member cannot be guaranteed.
7. Treasurer to use a recordable system of refunds authorised by a second member of the committee when a refund is requested by the activity organiser.
8. Treasurer to keep accurate record of Receivables and Payments for both General and Trip Accounts in accordance with the Club Self Auditing requirement.