

# **Payment & Refund Policy for all Probus Outings, Activities, and Tours**

## **Background**

This Policy has been revised to ensure all members are aware of the terms and conditions when making any bookings through Newport Probus.

It is based on sound business practice and the Probus South Pacific "PAYMENT & REFUND POLICY GUIDELINES FOR PROBUS OUTINGS, ACTIVITIES & TOURS"

## **Payments**

All tours, outings, and activities will require full payment as per the timeline specified in the Link magazine. Following the bank deposit, an email must be sent by members to both the activity organiser and treasurer to ensure your place is reserved. The order of funds received into the bank account will be the determinant in the list of applicants received for events that are oversubscribed.

All bank deposit descriptions must be in the format outlined in the Link magazine.

## **Cancellations and Refunds**

If, after paying the event amount into the bank, a member decides to cancel for any reason, a refund may be available unless;

- an event requires a minimum number of participants and the withdrawal of one member will cause the cancellation of that event
- the funds have already been paid from the Probus account to the organising party

If the member can on-sell their ticket to another member, an email advising of the name change must be sent to the activity coordinator and the treasurer.

It is strongly recommended that for all extended trips and tours members take out private travel insurance.

## **Free tickets or bonus offers**

In some cases, the activity organiser may be offered a free ticket, discount, or 'bonus offer from the provider. Any such offer or discount should be applied so that it benefits every person participating in that particular outing, activity, or tour, or if that is not possible the offer must be declined.

## **Approved by Committee - February 2023**