

Basingstoke – Old Basing u3a

Refunds of membership fees – proposed committee policy

With effect from 1 September 2022, our membership application forms will include the statement: "Membership fees are not refundable." The committee recognises that there may have to be exceptions to this rule however. For example, if a member dies shortly after starting or renewing their membership, the committee may feel that refunding the membership fee to a surviving spouse or other family member is the right thing to do.

It is rare, but not unknown, for a member (or a couple) to ask for a refund of his or her membership fees. In such circumstances, the committee's first response will normally be to remind the member of the statement on the application form. But if a member chooses to pursue the request, the procedure to be taken is set out below.

1. The request must be made in writing (an email is perfectly satisfactory for this purpose) to a member of the committee. The reason(s) for the request must be clearly set out.
2. The member of the committee receiving the request shall forward it to two other members of the committee. This sub-group of three committee members, which should include the Treasurer but not the Chair, will consider the request as quickly as is practicable. If the Chair received the original request, he or she will forward it to three other committee members for consideration, one of whom is the Treasurer.
3. (a) If the sub-group concludes it is not appropriate to make a refund, the member(s) concerned will be advised of this decision in writing, again as soon as is practicable. The level of detail given in the response will be for the members of the sub-group to determine. The response should also say that the member(s) can ask for the request to be considered by the full committee if they so wish.

(b) If the sub-group considers that it is appropriate to provide a refund, the matter must then be referred to the full committee for a final decision.
4. If the committee decides that it is not appropriate to make a refund, the member(s) concerned should be advised of this in writing as soon as is practicable. The response to the member(s) should be sent by the Chair or another Officer of the u3a.
5. If the decision to provide a refund is confirmed, any costs payable to the Third Age Trust as a result of the member's/members' limited period of membership will be deducted from the amount refunded.