

### **Refund policy - trips**

u3a insurance does not include personal accident/injury or travel insurance, these are the personal responsibility of each u3a member to take out. Any refunds obtained by trip leaders, due to cancellation of events, will be passed on but it will not be possible to refund items like theatre tickets if a trip is cancelled due to poor weather, coach accident, train strike etc.

- Very rarely an event booked by a u3a group may have to be cancelled. If a refund is obtained this will be passed onto the appropriate group members.
- There may be circumstances where one element is cancelled but another part is not. For example a trip to a play may be affected by the weather so the coach journey cannot go ahead but the play still goes ahead – in this case the coach company will issue refunds in line with their contract, but as the play still goes ahead that element is not refundable.
- Should the play be cancelled any refund would depend on their terms and conditions. In that event any late cancellation of the coach may result in the group still having to pay the full cost of the hire so there would be no refund available for that element.
- The u3a insurance does not cover these circumstances.