

## SHERBORNE U3A CANCELLATION & REFUND POLICY

Version 1, Final, 17.1.24

Cancellations made 7 days or more in advance of the event date will receive a 100% refund, unless we have had to incur costs that cannot be recovered or transferred to another participant. We will always aim to refund as much as possible without incurring a loss on your booking.

Cancellations made within 7 days of the event will not be entitled to a refund.

Transfer of your ticket/place to another member of Sherborne u3a is allowed at any time up to 24 hours before the event, but we ask that you inform us of the new participant's name. Note that it may not be possible to change any choices you have made, for example in selecting menu items for a meal.

If we are forced to cancel an event for any reason we will make refunds of the full amount paid less an allowance to meet any unrecoverable costs that have been incurred.

*Agreed by Sherborne u3a Trustees at their meeting on 17.1.24*