

PORT MACQUARIE COMBINED PROBUS CLUB INC.
Fun, Fellowship and Friendship

REFUND POLICY

1. Purpose

The purpose of this Refund Policy is to protect the financial interests of both the Club and its Members by establishing a fair and consistent approach to determining the circumstances under which a refund—whether in full or in part—may be provided when:

- (a) a member withdraws from an Activity, or
- (b) an Activity is cancelled.

2. Payment

It is the responsibility of each Member to make timely payment for Activities. Payments must be made directly into the Club's nominated bank account and must include the Member's name and the name of the Activity as the payment reference.

If the Social Organiser is offered a free-of-charge (FOC) ticket or discount by the venue or service provider, the benefit of that offer or discount must be applied equally to all Members participating in that Activity.

3. Notification of Events

Activities and events will be advertised in the Club newsletter, during General Meetings in the Social Organiser's Report, and at the registration table. The Cut-off Date for each Activity will be clearly advised at the time of first notification.

4. Cut-off Date

The cut-off date is the deadline by which registration and payment for the event must be completed.

The Social Organiser is responsible for ensuring that the Cut-off Date—after which refunds will not, or may not, be available—is clearly communicated to Members.

The Cut-off Date must be published in the Club newsletter and included on all flyers or promotional materials related to the Activity.

5. Refunds

Due to the need to commit to venues well in advance of an Activity, Members occasionally may need to withdraw. In such cases, a member may be eligible for a full or partial refund under the following conditions:

5.1. Refund Requests

A request for a refund must be submitted in writing to the Social Organiser (via letter, text message, or email).

5.2. Criteria for Refund

(a) Request received Prior to Cut-off Date:

- A full refund will be issued if no payments have yet been made to the venue.
- If payments have been made, a refund will be subject to the amount that can be recovered from the venue.

(b) Request received After the Cut-off Date:

- Refund requests received after the Cut-off Date may be considered at the discretion of the Management Committee.
- Any refund granted will be subject to deduction of costs already incurred or deemed necessary to facilitate the Activity.
- Refunds will only be approved if the venue does not impose charges for non-attendance or if the Member's place can be filled by another participant.

6. Policy Review and Adoption:

6.1 This Policy may be reviewed and amended from time to time by resolution of the Management Committee or by Special Resolution of the Members at a General Meeting.

6.2 This Refund Policy was adopted by Special Resolution of the Members of Port Macquarie Combined Probus Club Inc. at the General Meeting held on:

Date: 10th December 2025

Signed (President):



Myrna Bristowe
