



TENERIFFE PROBUS CLUB INC

PAYMENT & REFUND POLICY GUIDELINES FOR PROBUS OUTINGS, ACTIVITIES & TOURS

Payments

When seeking expressions of interest in a tour/outing or activity, consider setting an amount required as a deposit. This will assist in determining the number of participants early. In some cases, expressing interest without paying a deposit increases the risk of cancellations and/or inaccurate assessment of participant numbers.

Ensure that all participants are clear on the final payment date.

Cancellations and Refunds

The policy with respect to cancellations and refunds needs to be advised to members when the booking is made by the member to ensure that there is no misunderstanding. In some cases, a minimum number of participants is required and often no refunds will apply. As such, it is important to have a clear policy for payments and/or refunds at the outset.

The entitlement to a refund will vary depending on monies paid and commitments given to bookings with third parties. However, there should be sufficient notice given of cancellations to allow the Club to offer those cancelled spots to other members, if possible.

Free of Charge Offers

In some cases, the Outings, Activities and Tours Officer or designated organiser may be offered a 'free of charge' (FOC) ticket or discount from the provider. Any such offer or discount should be declined or applied so that it benefits every person participating in that particular outing, activity or tour.

Insurance Coverage

Please be aware that only approved activities will be covered under the Probus National Insurance Programs, subject always to the terms and conditions of the policies within those programs. These activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups.

The National Insurance Programs do not provide cover for cancellation/refunds nor do they provide cover for illness.

Information about the Probus National Insurance Programs can be found in the Club Administration Section of the PSPL website at www.probusouthpacific.org