

# Membership Refund Policy

This document outlines the procedure for requesting a refund of a membership to a society or sports club.

As societies and sports clubs rely on the income from memberships to run and be sustainable long term, it is at the Students' Unions' discretion as to whether a refund will be authorised, in consultation with the club or society affected. If you are requesting a refund for reasons around your experience, for example, we will want to understand more about that and look into it as we always want to ensure a positive student experience. If it is because you say you have not had enough 'game time' in a sports club, we will also check this out with the club and their systems.

The decision on any amount a student is refunded, if at all, is taken to ensure that a club or society does not suffer unfairly. For this reason, students cannot always expect to receive the refund they might be expecting. If you have lost interest in a society or sports club, through no fault of the club or society in question, you will be unlikely to get a refund.

Please note, all members of Students' Union Sports clubs/societies are covered by Elite Personal Accident Cover with Endsleigh Insurance, therefore refund requests for sport club membership due to inability to take part through injury will not be granted. Instead, students are encouraged to contact our insurance provider Endsleigh. More details can be found [here](#). Please contact Rob Cox Director of Finance & Commercial [r.cox@worc.ac.uk](mailto:r.cox@worc.ac.uk) if you wish to submit a claim.

## Requesting a Refund

If you wish to request a refund for a membership, you need to do the following:

1. Please complete [this form](#), with all the requested details. You must provide a reason for your request. If you do not provide a reason, we cannot process your request.
2. The most appropriate member Students' Union will investigate your refund request.
3. If your refund request is successful, the Welcome Desk will then contact you.
  - If you purchased your membership at Welcome Desk, you will need to return to the Welcome Desk for the refund to be processed into your bank account.

- If you purchased the membership via the SU Website, the refund will be made automatically once it's been authorised. Money normally takes up to 5 working days to return to your bank.
  - If you purchased the membership via REACH or Get Involved, you will be provided instructions to contact REACH or Get Involved directly to request this refund and it will be approved by an SU member of staff.
4. If your refund request is rejected, you will be provided with a reason by SU member of staff. If you have any disputes against the decision, please contact your Vice President Student Activities.

***The relevant club or society is then informed you are no longer a member.***

## Cooling Off Period

To allow all students the ability to experience the society or sports club there will be a 14 day "cooling off" period during which time the requests for refunds will be considered more favourably. Please note however

- Introductory sessions are considered part of the cooling off period
- Representing your sports club in a recognised fixture ends the "cooling off" period

## Membership Refund Deadline Dates

When you purchase a full year membership, you have until the below dates per semester to request a refund e.g. in the 1<sup>st</sup> semester you have until the end of November to submit a request. Please bear in mind that you cannot request a refund until the third Monday in October.

| <b>Full Year Standard Membership</b> | <b>Semester Membership</b>       |
|--------------------------------------|----------------------------------|
| 1st Semester - End of November       | 1st Semester - Start of November |
| 2nd Semester End of February         | 2nd Semester - End of February   |

This policy is in place to ensure that refunds are fairly received so neither the student nor the student group suffers.