

# Membership Refund Policy

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

As 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 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 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 sports club, through no fault of the club in question, you will be unlikely to get a refund.

## Requesting a Refund

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

1. Come to the SU Welcome Desk and request a refund form;
2. Fill out the form, with all the requested details. You must provide a reason for your request, this will then be investigated. If you do not provide a reason, we cannot process your request.
3. If your refund request is successful, the Welcome Desk will then contact you, for you to return to the Welcome Desk for the refund to be processed into your bank account.

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

## Cooling Off Period

To allow all students the ability to experience the 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.

Membership Date	Deadline Date
Joining Membership	End of November
Training Membership	4 weeks after commencing training
Competition Membership	4 weeks after commencing

### COVID-19 Related Refunds

Due to the uncertain time we are in, the refund policy on all club memberships has been amended for this year. If, due to COVID-19, we are unable to fulfil the requirements for your individual club for a continual period of 30 days or more, the Students' Union will provide a refund. The refund will be calculated based on the number of days you are unable to train, whilst also taking into account matches played, costs already incurred and the fee you have paid.

Please note, this refund policy does not cover your inability to play/train due to your individual circumstances, only for restrictions imposed by the government, relevant National Governing Body, BUCS, the University, or the SU. We will provide details of how the refund has been calculated and the process to be followed to claim the refund, at the time the refund point is triggered.

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