

Policy on Members cancelling or amending bookings – reviewed February 2024

1. Tours

When Members return their booking forms with their deposits, they are making a contract with the tour company, not with the Society or the Society's Organiser ("SO"). Accordingly, if Members need to cancel or wish to amend their booking at a later date, the Terms & Conditions of the tour company will normally set out what to do, by when, and with what consequences.

Accordingly, it is imperative that Members familiarise themselves with the relevant Terms before taking ANY action. Of course, the SO is there to provide whatever help he or she can, and so they should be contacted for advice and assistance – as a general rule, before the Member communicates with the tour company. Such advice and assistance may include the SO agreeing to contact the tour company or other service providers on the Member's behalf. On the other hand, the SO may be unavailable for whatever reason, so if the decision to cancel or amend is time critical and personal contact cannot be made with the SO, Members should not wait and should talk directly to the tour company and liaise with the SO later.

Do not assume that an email, voicemail or letter to the SO constitutes a valid amendment or cancellation, either to the Tour Company or the Society.

2. Christmas Dinner

This event is very popular and often sells out quickly because of the limited capacity at the venue.

If, having bought a ticket, a Member has to drop out, the Chairman should be contacted as soon as possible. If a Member has not spoken to the Chairman after a couple of days of trying, please contact the Membership Secretary. Members should assume that, in light of commitments the Society needs to make far in advance of the event, no refunds will be made, although the Committee reserves the right to make a refund in exceptional circumstances. Further, if there is a waiting list the Society will use reasonable endeavours to facilitate the transfer of tickets to other Members who had expressed a wish to attend. Members should NOT make their own arrangements to transfer tickets without consulting the Chairman first.

3. Visits and Special Interest Days

Visits and Special Interest Days are organised to very tight budgets and are costed far in advance on a "package basis", comprising separate elements such as coach, guide, catering, entry fees and driver's tip (for Visits) or lecturer fees, lecturer travel expenses, venue hire and catering (for Special Interest Days). Whilst it is appreciated that unforeseen circumstances may arise, the general rule is that refunds are not practicable if, having bought a ticket, a Member is unable to participate and there is no-one either on the waiting list or otherwise to whom the ticket can be re-sold.

That said, there may be circumstances where, at its discretion, the Society is able to make a full or partial refund.

If a Member has found a substitute who wishes to attend in their place, they should not transfer any individual tickets to other Members without first consulting the Visits Secretary in the case of visits, or the Lectures Secretary in the case of Special Interest Days.