

U3A Javea

Guidelines for Members Participating in Organised Activities/Events/Travel

1. Details of proposed Activities/Events/Travel will be advertised in the Newsletter /Javea U3A website and at appropriate Group meetings.
2. To register an interest in a travel trip you can visit the Parador on the day of the U3A Javea monthly meeting or email the Group Leader/ Organiser. At the time of booking it will be necessary to pay a deposit, or the full amount, the Group Leader/Organiser to advise members where the money will be held. E.g. bank account, travel agent etc. For other events and activities please contact the Group Leader/ Organiser to book a place. Bookings are taken on a first-come, first-paid basis. When full a waiting list will be created, again on a first-come basis.
3. Details of how to make final payments will be published in the Newsletter. Amounts of 50€ and over can be paid by cheque made payable to: **Assoc Social De La Tercera Edad De Javea** or by bank transfer, which must include your name and travel destination. This should be paid into the following account: **Assoc Social De La Tercera Edad De Javea** Transfer code: - 2100 4451 98 0200091125 La Caixa Bank, and notified to the Organiser, to ensure a first-paid basis is actioned.
4. The Javea U3A operates a no refund policy for overnight travel. In the event of cancellation contact the Group Leader/Organiser immediately. If possible the Travel Group/Group Leader will try to find a replacement, in which case a refund may be collected from the Organiser. If there is no waiting list then no refund will be given.

For one day activities/events/travel there is no automatic right to a refund. In certain circumstances the following refund policy may apply:

- A minimum of 10 days notice in writing (email is acceptable) of cancellation has been given, the Organiser to acknowledge receipt of the cancellation within 48 hours (by telephone if the member concerned does not have an email address). In the event the Organiser does not contact the member within 48 hours the member should telephone the Organiser to confirm his or her cancellation
 - Where Organisers are able to fill the place from the waiting list a full refund will be given.
 - Participants should not arrange substitutes themselves, unless agreed by the Organiser, as this could be detrimental to members on a reserve list.
 - After the travel in the event of a surplus a full or partial refund may be given, but only if appropriate cancellation notice has been given.
 - **No refund to be given where it will be detrimental to other members.**
5. When participating in any activities/events/travel members must carry their travel health card and or medical cards, together with a copy of their passport and NIE or residency card, for medical and ID purposes.
When appropriate (the Group Leader/Organiser to advise) members are to complete an Emergency Contact Form providing details of somebody authorised to act on their behalf in an emergency.
 6. Members (and non-members if applicable) participate in activities/events/travel at their own risk and are responsible for arranging appropriate insurance cover. The U3A Committee and Organisers are not responsible for any loss or injury to any participant, howsoever caused.
 7. It should be noted that Group Leaders/ Organisers do not return phone calls, so please call again.
 8. Group Leaders/Organisers will be at the Parador on the days of the Members General Meeting at 10 am to collect any monies for the activities/events/travel.
 9. **DISCLAIMER:** At times it is necessary for the U3A Javea Organisers to make deposits with Travel Agents for future travel and whilst no problems are anticipated, in the event of the Travel Agent or Hotelier becoming bankrupt, U3A Javea would not be in a position to refund any losses that might occur. Javea U3A strongly recommends that you ensure that your own personal travel insurance provides cover for any such losses.

10. In the event of a dispute the matter will be referred to the Committee to make a decision, their decision is final.

Members are reminded that all of the Group Leaders/Organisers are volunteers and therefore should be treated with courtesy and respect at all times.

These Guidelines have been issued by the Committee of the Javea U3A – any queries relating to them should be directed in the first instance to the Committee.