

Event Guidelines and Refund Policy

Introduction

This document is a reference for Club Members (Activity Leaders) planning events and trips that require prior bookings and payments to organisations providing services for the trips and events.

These guidelines also apply to events where bookings are not required and payment is made directly to the provider. The Trips and Events Register must be used to keep track of bookings and attendees for insurance purposes. Activity Leaders must keep a register of members and visitors who attended and their payments for this event for insurance purposes and for 13 months.

1. Proposing Events

a. When a suitable event/function is identified by an Activity Leader, the Leader must notify the Activity Coordinator (AC), who will note the event date. An Event Approval Form must be submitted by the Activity Leader to the AC for approval by the Management committee at the next meeting. In the event of an activity needing urgent approval, the Event Activity Approval Form is given to the AC before 9.00 am on the morning of a Club meeting so the activity can be assessed and immediate approval be granted. This would apply to an activity occurring prior to the next monthly Club meeting.

The documents are available from the club website, Activity Coordinator or Club Secretary.

b. When the event is approved it will be advertised in the club newsletter(s) with description, date, time, cost (and payment date) and other details as necessary.

c. The event will be listed on the club planning boards and an Expression of Interest (EOI) form will be available at back of hall or on the specific activity table (facilitated by Activity Leader) for members to register interest in event.

d. The EOI form, will guide the Activity Leaders on those interested, including visitors if applicable and for the collection of monies.

e. The Activity Leaders will keep a Trips and Events Registry to list those wishing to come, payment date, payment received, attendance and other details as necessary for a coordinated event.

f. Only recognised Probus tours and activities recommended to and approved by the Committee of Management for Probus Members and guests will be covered by Probus Insurance.

2. Making Event Bookings

a. When organising an event, event leaders must ascertain from the event operator, the maximum booking price per person, for a minimum number of people. This maximum price is to be the price advertised and charged to members for the event. The club account will hold the funds until the final numbers and cost is determined. If required, refunds will be issued by the Treasurer to the individuals involved.

3. Advanced Bookings

a. No advance bookings to vendors are to be confirmed unless the minimum number of bookings specified for the trip have been received and fully paid for.

4. Members' Priority

a. Financial members get first priority

- b. Should the maximum number NOT be filled by members, nominated non-member partner or friend (s) will be included with date of payment providing priority.
- c. Should members and nominated non-member partner or friend (s) NOT fill the maximum number, additional friends may be included
the event may be advertised to other local Probus clubs.

5. Payment for Activities

- a. Payment for activities can be made by cheque, cash or Electronic funds transfer (EFT).
- b. All cheques for payment for trips and events should be made payable to: -PROBUS CLUB OF TEMPLESTOWE VALLEY Inc. EFT payments made to club account must detail name and event(s), especially if a multiple event payment.
- c. All cash and cheques should be checked in the presence of the member paying and a receipt issued immediately.
- d. For activities that are paid for under the Payment Register system (ie Membership fees & special luncheons) the member is to hand the cash, cheque to the persons(s) collecting the funds and sign the register as proof of payment. No receipt is issued.
- e. Activities should be paid for in full, unless the cost is \$200 or greater in which case deposits may be accepted, however, full payment should be encouraged.
- f. Surplus money from any activity should be shown in our club records.

6. Handling of Funds

- a. After reconciliation of the funds, the Activity leader or representative should place all cheques and cash gathered that day, with a completed payment advice slip (single or multiple) in the brown envelopes provided by the Treasurer.
- b. The Treasurer will check and confirm the contents of each envelope (with the event leader), and then deposit the funds in the club's bank account, within a 2 day period.
- c. Note: Activity leaders should not take cheques or cash home, as these funds are not insured by Probus. Also, activity leaders are instructed not to draw cheques for payment for any activity from their personal chequebooks or use their credit card for that purpose. When the above is not possible liaise with the Treasurer.
- d. The Treasurer will not draw any cheques for an event until the required amount of money has been deposited and cleared in the Club's bank account.
- e. When all funds for a specific event have been deposited and cleared, the events leader must complete a Payment Request form, with invoice and give this to the Treasurer who will draw a cheque or make a payment by EFT enabling the event to be paid for before the due date. B pay is also available if applicable.
- f. The Treasurer and one other delegated officer of the Management Committee, appointed by the Management Committee, are authorized to use EFT banking system for club accounts.

7. Activity Cancellation

- For Day Events and Extended Tour Activities.

If a club event or activity needs to be cancelled, a refund maybe available. Refund qualifications may vary depending on monies paid and commitments given to bookings and third parties, however if necessary and approved by the committee, a full or partial

refund can be paid for from club funds. A full refund may not be possible in certain circumstances for example, coach bookings.

8.Cancellation of a Probus Activity Due to Weather Conditions

The club operates activities with the understanding of its extreme weather policy (Standing Resolution 10 Monday 9th May 2022). Please refer to this for guidelines re event cancellation, especially if an outdoor event.

9. Member's Cancellation

If a member or non member has paid for an event but has to cancel, their place can be offered to others but they will need to arrange cross-payment between themselves. They may alternatively request a refund from the event operator. The Club Activity Leader may help obtain a refund but the Club has no responsibility if this is not granted. A refund will not be made from Club funds unless special circumstances such as death, illness or hardship have necessitated the member's cancellation. For specific approval of a refund, these special circumstances must be referred to the committee in writing through the Welfare Officer from the person affected or their representative. If approved by the committee, a refund will be paid for from club funds.

10. Probus Non-Member Visitor Financial Protocol

Probus South Pacific Ltd. (PSPL) has instructed our Probus Club of Templestowe Valley (PCTV) to pay them a non-member visitor fee for all non-member visitors who attend a Probus meeting and or approved activity more than three times in any Club financial year. This annual visitor fee for the PCTV is \$20.00. This fee is to cover the PSPL capitation fee plus a minimal amount for Club overheads and also provides for the insurance cover for visitors without imposing extra costs on full Probus members whose insurance premiums are included in their Membership fees. The Membership Officer will keep a Register of all attending visitors.

Activity Leaders are to complete the Visitor Attendance Sheet and forward the information to the Membership Officer following each attendance by a visitor. These details will be added to the Visitor Register.

Following three attendances by a particular visitor across all our meetings and or activities, the Treasurer is to be informed. The Treasurer will then issue an invoice to each visitor and upon receiving the remittance will then issue a receipt acknowledging payment and the legitimate status of the visitor for the TVPC financial year. The payment is forwarded to PSPL as visitor payment. The Club financial year is from February 1st to January 31st of the following year. In conclusion dictated as we are by our PSPL obligations, our Activity Leader Club Visitor protocol is as follows:

1. As Leader of your Club Activity your role is to advise all visitors who attend your activity on their first visit of their obligation to pay the \$20.00 annual fee should they intend attending and indeed do attend more than three times.
2. Forward this information by e-mail, following each Activity, to the Membership Officer.

Appendix

Check PCTV website for these forms, in club documents section

1. PCTV Payment advice form, single function
2. PCTV Payment advice form, multiple function
3. PCTV Expense Claim form (cheque & EFT)
4. PCTV Cheque Payment Request form (Activity and Functions, Cheque & EFT)
5. Special Resolutions Standing Resolution 10 Monday 9th May 2022, Extreme Weather Policy
6. Visitor Activity register