

## **WTMC REFUND POLICY** (updated 4 April 2022)

### **Trip refunds**

1. A person withdrawing from a trip before the payment cut off date (e.g. 2.5 weeks for South Island trips and 1.5 weeks for the North Island,) will receive a full refund.
2. After the payment cut off date, refunds may be given in the following circumstances:
  - a. Refunds will be given to all people on a trip if the Trip Leader cancels the trip in the case of adverse weather or for other serious reasons.
  - b. Refunds will be given to an individual if they have COVID-19, are symptomatic, or are required to self isolate.
  - c. Refunds may be given to an individual on compassionate ground at the Chief Guide discretion, who may consult with the Committee to decide whether a refund should be issued or not.
3. The Chief Guide will not normally agree to refund fares if the cause of cancellation is a change of schedule or short term illness (unless covid-related). It is generally expected that refunds will be given only on compassionate grounds.
4. If a refund is agreed then the Trip Leader is responsible for collecting the names and bank account details of all those on their trip and forward in one email to the Treasurer, with amounts to be refunded.

### **Making a claim for an expense**

5. The person seeking to be refunded should provide the Treasurer with their name and account number, and also provide:
  - a. a tax invoice if the amount is \$50 and above
  - b.

*Note: Often, tax invoices are the same as receipts but not always. A tax invoice should include:*

- *The words 'Tax invoice' and the date of transaction,*
- *The name, address and GST registration number of the supplier,*
- *A description of the goods or services provided with an amount charged,*
- *Either the words "GST" or the GST amount separately identified.*

5. Regular expenses incurred with club activities (e.g. petrol) will be fully refunded.
6. Ad-hoc expenses (e.g. catering for a club event, gear replacement) will be refunded provided that they are approved by the Committee a. Approval should be sought prior to the expense being made.