



BSA Refund Policy

Purpose/Background

As a registered charity, the officers and trustees have a responsibility to protect the assets of the charity, while still being able to carry out their respective duties.

This paper sets out the guidance notes as far as requests for refunds of any nature are concerned from either members or any other third parties.

Scope

This policy applies to the following situations:

- Membership fees refunds
- Conference delegate fees refunds
- Publication refunds
- BSA newsletter subscriptions refunds

Responsibilities

It is the claimant's responsibility in requesting a refund to make a written request stating the nature of the claim and the reason(s) for making the claim. Only claims of an exceptional nature outwith the scope of this policy will be considered by the BSA Treasurer & Officers.

Procedure

Membership fee refunds for any part of a fiscal year are not allowed under this policy unless a duplicate payment has been made. In such a case as a duplicate payment the claimant must provide proof of the double payment. In this circumstance a full refund will be made.

Conference delegate fee refunds are made only under extraordinary circumstances. All claims so made are considered on an individual basis.

Notice of cancellation should be made in writing to BSA, Blackburn House, Redhouse Road, Seafield, Bathgate, EH47 7AQ or by emailing bsa@thebsa.org.uk stating the specific reasons which the claimant wishes to be considered in making the claim. Cancellations must be received within the time frame





stated on the delegate application form for the year in which the claim is made. In the event of a refund being made there will be a 20% charge for administration costs. If the claim is made after the specified time frame then no refund will be made. In any situation where a delegate has completed a delegate application form but payment has not been made the standard cancellation policy will apply.

Refunds for publications will only be considered once proof of purchase has been received of payment by cheque or on-line purchase. Any such claims must be made within 7 days of purchase and all material must be returned in perfect condition for resale. Cost of postage for the return of any goods will be met by the claimant.

Refunds under the value of £110.00 will be processed within 5 working days. Any refunds over £110.00 will be send to the BSA Treasurer and processed once approval has been given.

