

Port Macquarie Seniors Computer Group

Operations Manual

Chapter 3

Class Bookings

CLASS BOOKING

Over the last few months some members have booked for a class at the monthly meeting, not paid the \$5.00 fee in advance and subsequently have not turned up for the lesson. In other instances members have booked a class, paid the fee, then later realised that they had another appointment or have changed their mind and have not attended the class. This means that other members, who could not attend a course because it was fully booked, missed out on an opportunity to attend.

Some members ring up to cancel their booking, but having paid the course fee request a cash refund or the fee to be credited to another course. So far members who have booked online on our website have paid their fee at the next available opportunity and attended the class, perhaps because when they book they are sure of their commitments.

These circumstances make the administration of the courses difficult and returning course fees is an accounting headache.

Class Bookings Policy

All members should make sure that when they book a class at the monthly meetings that they are able to attend on the course date and note the details in their diary, or highlight the class details on the on the back of the Newsletter. Please note the following policy for class bookings:

Bookings at the Monthly Meetings

Course fee must be paid for at time of booking.

Bookings at a class venue

Must be paid for at the time of booking.

Bookings Online

Must be paid for at the next monthly meeting, or at the next class the member attends, whichever comes first.

Bookings by phone to Peggy

Must be paid for at the next monthly meeting, or at the next class the member attends, whichever comes first.

Cancellations and credit for course fees

Where a member cancels a class within four (4) days of the class date, the fee for that class may be credited to another class nominated by the member.

Credits cannot be transferred to another member.

Credits can only be used within the current financial year and if not used, will lapse.

No cash refunds will be returned to members.

31st March 2010

Peggy, Vice President