**Staffordshire University Students’ Union – Student Activities Refund Policy 2012**

***This document outlines the criteria under which a full or part refund for membership of Staffordshire University Students’ Union Clubs & Societies may be authorised.***

**Full Refund Policy**

* 1. A full refund will be issued automatically if a refund request is received by the Student Activities Team within 2 Weeks of the purchase. Known as the ‘cooling off period’.
	2. All refund requests should be made to activities@staffs.ac.uk and be accompanied by the following
* Name and student number
* Details of membership to Club or Society for which the refund is sought
* Transaction code (on the confirmation email after purchase)

1.3 All refund requests to Students Activities will be responded to within 5 working days

1.4 Refunds will be issued in the same method as the membership was bought. Online payments will be refunded back to the purchasing card and cash payments will be made to the purchasing student via the Finance window of the Students’ Union.

\*Stafford Clubs & Societies can arrange for collection through their site co-ordinator.

1.5 Refund requests outside of the 2 week ‘cooling off period’ will be considered on an individual basis by the Student Activities Team. This decision will be made by a panel of Student Activities Officer, Student Activities Manager and the site specific Student Activities Co-ordinator to the Club or Society the refund is requested from.

1.6 Such refunds may be offered on a pro-rata basis depending on the reason for the request and the time since the membership was purchased.

1.7 Refund requests due to ill health or injury will need to be accompanied by a Doctors note and where injury occurred whilst competing or training with a Staffordshire University Sports Team or Society it will need to be accompanied by a completed Accident Report Form. This must be signed by a member of the Club or Society Committee and handed in to Student Activities immediately after the accident occurred. Retrospective Accident Reports may result in refusal of refunds.

\*Accident Report Forms can be found at <http://www.staffsunion.com/pageassets/activities/handbook/accident_reporting/Accident-Report.pdf>

1.8 All other refund requests will be considered by the Students Activities Team (see above for panel members) on an individual basis and the student will have a response to their request within 5 working days.