

Refund Policy

All Sports Club and Society purchases (memberships, tickets, products) at University of Gloucestershire Students' Union (UOGSU) are subject to this Refund Policy. For other purchases with UOGSU, please visit the [Terms & Conditions here](#).

As societies and sports clubs rely on the income from memberships to run and be sustainable long term, it is at the Students' Union's discretion as to whether a refund will be authorised, in consultation with the sports club or society affected. If you are requesting a refund for reasons around your experience, for example, we will want to understand more about that and look into it as we always want to ensure a positive student experience.

The decision on any amount a student is refunded, if at all, is taken to ensure that a club or society does not suffer unfairly. For this reason, students cannot always expect to receive the refund they might be expecting. If you have lost interest in a society or sports club, through no fault of the club or society in question, you will be unlikely to get a refund.

We may end your membership of a society or sports club if you are found to have been in breach of our Code of Conduct. If we terminate your membership as the result of disciplinary action, we reserve the right to retain a portion - or all - of your membership fees.

All members of Students' Union sports clubs and societies are covered by Accident Cover with Endsleigh Insurance, therefore refund requests for sport club membership due to inability to take part through injury will not be granted. Instead, students are encouraged to contact our insurance provider Endsleigh. For more information about this please email suactivities@glos.ac.uk.

Cooling Off Period – Memberships

To allow all students the ability to experience the society or sports club there will be a 14 day “cooling off” period during which time the requests for refunds will be considered more favourably. The 14-day period starts for the day you purchase your membership. Please note representing your sports club/society in a recognised fixture/competition/event ends the “cooling off” period

This refund is not applicable against any merchandise or kit purchased.

Ticket Refunds and Cancellations

- Unless stated, tickets are non-refundable.
- if an event has been cancelled, refunds will be made automatically. All refunds will be made at the ticket value at the time of booking and

processed through our website directly into the bank account used to place the order.

Requesting a Refund

To request a refund, see the below steps.

1. Complete the [Refund Request Form](#). Ensure you provide all the information requested including a reason for the refund request. If you do not provide the reason we cannot process your refund.
2. Once received, the SU Activities Team will look into your refund request.
 - This may include contacting you for further information.
3. If your refund request is approved, you will be emailed to confirm this.
4. Depending on where you made the purchase depends how we process your refund. This will be communicated to you in our email back to you.
 - Website purchases – the refund will be processed automatically once approved. Monies usually take 5 working days to return to your bank.
 - SU Shop purchases (Oxstalls, Park, FCH) – you will need to go back to the SU Shop for your refund to be processed back on to your card.
 - Native purchases (uogsu.native.fm) – a refund request will be submitted to Native on your behalf and they will refund you back into your bank.

If you have requested a membership refund, the relevant club or society is then informed you are no longer a member.

We reserve the right to change our Refunds Policy. Any updates to this policy will be published here immediately.