

Frequently asked Questions

Q. How do I enrol and pay for classes at U3A Tweed Coast?

A. You need to be a *financial* member in the same calendar year as the class program being offered. A calendar year at U3A Tweed Coast is 1 January to 31 December. You also need to have member "Log In" access to enrol and pay for our classes.

Q. Does enrolling in a class online guarantee a place?

A. In most circumstances.

Q. Is there a waiting list?

A. Yes you will be advised via email or contacted by the Group Leader once a place becomes available.

Q. How do I know that my payment and class enrolment has been successful?

A. Confirmation will appear on the screen and a receipt will be emailed to the address you provided when completing the purchase. It is important that your email address is entered correctly.

Q. How will I remember which classes I have purchased?

A. The receipt email with an order number will detail the classes you have purchased. It is important that your email address is entered correctly.

Q. What form of payment does U3A Tweed Coast accept for online payment of classes?

A. Debit or credit cards.

Q. I do not have a debit or credit card. Can someone else enter their card details to pay for me?

A. Yes. Any person with a valid debit or credit card can assist you this way.

Q. Can I nominate for a Course online and pay each week for each class?

A. No. There is no additional payment for individual classes. Some classes may have a small charge for equipment used payable directly to the Group Leader.

Q. What about cancellation?

A. The following is our cancellation policy: Your annual membership subscription is nonrefundable. If you subsequently find it necessary to cancel prior to the end of the year no refund of fees paid.

Q. What happens if I am unable to pay online?

A. Contact our membership officer at membership@tweedcoast.u3anet.or.au and they will assist you in enrolment and payment.

Q. Do I need an email address to enrol and pay for class payment online?

A. Yes. The email address you provide will be used to send you a confirmation of the class(es) you have purchased.

Q. What happens if I don't have an email address?

A. Where a member does not have an email address to join, our U3A membership officer will be able to assist **you**

Q. Can I bring a visitor to class?

A. No. Class attendees are only those members who have officially enrolled in the class. Class attendees are marked off the roll at each class by the Group Leader and it is unfair to put our Group Leaders in the position where they must decline

entry to anyone not on the class list. All attendees in class **must be enrolled**, and non-paying members should not expect to attend. Exception to this rule is when it is a first 'try before you buy' visit that has been prearranged with the class Group Leader.