

# Model United Nations Student Association// AMS-855



Unit 3209, 6133 University Blvd, Vancouver BC, V6T 1Z1

## SUMMARY

### Steps to Claim a Refund

1. Submit a typed petition within the time frame for ALL refund requests
  - a. Petition should include the reason(s) for seeking a refund and any required supporting documentation
  - b. There is no “official petition template” as each case is unique
2. Receive the outcome of your petition within 2 weeks
3. If successful, you will be contacted to arrange a check to be mailed to you
  - a. All approved refunds, with the exception of Visa-related issues, are 100% of what you paid directly to MUNSA,
  - b. An optional \$15 surcharge applies for a Courier to deliver the check to you; regular mail is complimentary,
  - c. On campus mailing address may be delivered by Campus Mail for free,
  - d. MUNSA Execs may personally pass the check to you in our office if and only if prior arrangements have been made at the time of the refund request before the check has been issued,
4. If unsuccessful, you may submit an appeal petition and pay a \$10 fee
  - a. \$10 fee is refunded if your appeal is successful
  - b. Appeals must be submitted within 72 hours of receiving the outcome of your initial petition outcome,
5. You may submit a new petition after your initial petition if you plan on claiming a refund under a different clause or you have new supporting documents.
  - a. \$10 fee applies for any new petitions you submit after your first petition to MUNSA and the new petition is not an appeal petition; the \$10 is refundable if your new petition is successful

### What Can I Claim a Refund for?

1. General Refunds (No Reasons Required)
  - a. Must be claimed before the initial payment deadline set for each trip
2. Emergency (medical and family emergency)
  - a. You must inform us within 72 hours of the emergency event
    - i. The emergency may occur any time until prior to the official departure of the MUNSA trip
  - b. Requires supporting documentation
3. Assessment Related Conflicts
  - a. You must inform us within 96 hours of learning about the assessment conflict with supporting documentation
  - b. The conflict must not have been known to you at the time you signed up for the trip
4. Visa Related Issues
  - a. You must inform us within 24 hours of being rejected of having the travel



## Refund Policy + Process of Obtaining a Refund

### Key Conditions that apply to all refund petitions:

1. The financial liability of the association towards your refund will never exceed the amount you paid directly to the association. If you made payments to other vendors directly (e.g. you purchased air tickets through Air Canada from Air Canada directly) you should contact the vendor directly as MUNSA is not able to refund such payments. For residual claims due to extreme circumstances (see Section 2.2), the total amount of capital available for residual claims will never exceed the total amount MUNSA received directly for the particular trip.
2. Refunds are almost always given through checks regardless of your initial payment method, unless the amount is less than \$200, then it will be provided as cash, as per AMS rules. The check will be mailed to you or, at an additional surcharge of \$15, sent to you through courier mail. MUNSA does not accept any liability for lost mail through regular mail as MUNSA is unable to ever verify the check has been sent or printed for regular mails; for checks sent through a courier, MUNSA will make an effort to contact the courier provider to provide compensatory arrangements if a check is lost and MUNSA is able to verify the check has been issued for courier mail requests as MUNSA directly handles such request. MUNSA Execs are unable to directly pass the refund to you without prior approval. Should you choose to receive your refund through any channels aside from the courier mail channel, you will be required to waive your right to seek any future compensation from MUNSA for matters pertaining to lost or delayed checks. At your request, at the time of the petition, you may also opt to pick up the check in person during office hours. Please note that once your refund request has been approved, we may not be able to change your request between mail or in person pick up if the check has already been processed by the AMS.
3. In accordance with AMS Finance regulations, you should keep the receipt of your payment to MUNSA in the event that MUNSA's record differs from your personal record. If you are unable to provide evidence that you paid a different amount than what MUNSA has on record, MUNSA's record takes precedence.
4. Refunds are **only** entertained for reasons outlined in this document. Any petitions for refunds



on any other ground not listed in this document will not be entertained. Refunds are only offered for events that occur prior to the start of a conference departure date and time, which is set for each conference. In other words, if you need to leave during a conference for whatever reason you are not entitled to a refund.

## **1. New Approach to Refund: Petition and a Board System**

To exercise a refund request under any of the policy below you must submit a petition. A petition should be a typed document explaining why you are requesting a refund, along with supporting documentation. What needs to be explained and included in the petition depends on which refund policy you choose to exercise (see below). No “standard” petition form exists as each case is unique; however, it should be a typed document submitted to the MUNSA VP Finance Office either through email or through a reputable courier delivery provider. We consider Campus Mail (UBC) to also be a reputable courier delivery provider for this purpose. The refund request will not be considered if it is sent to anyone other than the VP Finance Office initially.

The petition will be reviewed by the VP Finance Office of MUNSA. In consultation with the President, you will receive a response on the outcome of your petition within two weeks of submission. Refunds will be processed through the rules set above (see “Key Conditions” for more information). If your petition is not approved, MUNSA will provide you with the reason(s) for the unsuccessful petition.

If you are unsatisfied with result of the petition you may submit an appeal. To submit an appeal, you must submit a new petition (along with your initial petition) as to why you think your case still qualifies for a refund. The appeal petition should also directly address the points raised by our reply to your initial petition. For example, if MUNSA rejects your appeal on the grounds of improper documentation, an appeal should address why the documentation should be considered as valid. Appeals can also be made if you think certain policies should not be applied in your case. For example, if MUNSA rejected your petition because you submitted the petition late, you may make a case as to why your



circumstance prevented you from submitting the petition on time.

Your appeal petition will be judged and adjudicated by a board of three elected execs of the association. For the sake of impartiality and fairness, the President and VP Finance will not sit on this board to review your appeal petition but will provide the reasons as to why your initial petition was rejected. As the VP Academic-External played a lead role in the conference planning process, they will not sit on the board either. The outcome of the appeal petition is final.

**\*\*A \$10 fee will be charged to submit an appeal petition. Payment must be made through cash or credit card before the appeal can be reviewed. If an appeal is successful, the full \$10 will be refunded.\*\***

If you are claiming an appeal under a new refund policy and/or providing significantly new supporting documentation compared to your initial petition you must submit a new petition to the VP Finance Office for your case to be reviewed again (i.e. it will not count as an appeal). A new petition of this type is usually only submitted if you have additional new grounds of claiming a refund or new documentation. For example, if you unsuccessfully claimed a refund for a presentation conflict but you learn a few weeks later your visa was rejected, you may submit a new petition for your Visa rejection. This will be reviewed as a new separate refund claim and allows for an appeal petition if the new separate refund claim is not approved. This incurs a \$10 fee, however, the \$10 fee will be refunded if it is a successful petition. The standard \$10 appeal fee and policy still applies should you wish to appeal the result of your new petition.

## **2. Types of Refunds:**

### **2.1 - No Questions Asked General Refund Policy (Initial Deposit Payment)**

The deadline to obtain a refund under this policy will be the initial deposit deadline, so that both parties will be not subject to further liability. Any requests for refunds made before this deadline automatically entitles you to a refund of the amount you have paid above the non-refundable deposit threshold. In certain cases, the non-refundable deposit threshold is \$0. If you qualify for refunds listed on other grounds, you may be entitled to a refund of your non-refundable deposit threshold. A petition will still need to be filed but the petition does not need to include supporting documentation. A petition that states your request for a refund and the date of a request suffices for this purpose.



## 2.2 - Emergency Trip Cancellation (Up to 1 second before the scheduled departure time set by MUNSA):

If you miss the conference trip for an emergency, you must submit a typed petition explaining and documenting why you were unable to attend the conference. If the petition is approved by the VP Finance, in consultation with the President, a full refund will be given for the FULL amount paid for the trip. Petitions are more likely to be approved if they are supported by official documentation bearing proof of serious injury or illness, a death in the family, or a conflict with important university-related business. In the case of serious injury or illness, a note from a licensed medical doctor (or licensed dentist in the case of a dental emergency) stating that you were unfit to travel is required; a note from a naturopathic, homeopathic or chiropractic doctor is not an official form of documentation but nevertheless may still be submitted with your petition; however, such documentation carries less weight. Missing an exam or any other major assessments is not covered under this section; please refer to Section 3 for assessment conflicts.

The deadline to submit a refund claim must be submitted within 72 hours of your dated documentation. For example, if a trip is scheduled for December 15<sup>th</sup> but you know you are unable to attend on November 15<sup>th</sup> due to a major injury the deadline of your submission is November 18<sup>th</sup>. If no time is present on the dated documentation, we will assume it is dated at 12:00pm (PST) on the official documented date to compute the 72 hours deadline.

### Exemptions from Emergency Trip Cancellations

Refunds may not be claimed for any of the events listed below:

- i. Political Instability in the area of travel ( i.e. an official travel warning issued by the United States State Department at the level of “non-essential travel or higher”)
- ii. Acts of God / Extreme Weather Related Issues ( requires a government agency to officially declare extreme weather conditions or flight cancellations due to weather out of Vancouver International Airport with the soonest re-booking departing 36 or more hours later)
- iii. Acts of God



In a case that falls under the exemptions (e.g. a winter storm prevents all travel), delegates will be entitled residual claims of any capital recovered by MUNSA for the trip. The residual and pecking order (order of priority) will be decided at the discretion of the VP Finance Office of MUNSA and the President. Residual claims will only be given out if it exceeds \$30CAD per delegate; there is no guarantee residual claims will be given out as it depends on what costs MUNSA can recover. A petition is automatically filed on your behalf for residual claims; hence, you do not need to file a petition. A time frame of when you will receive a refund will be released when MUNSA announces the ability for you to receive residual claims. The total amount of capital for residual claim will never exceed the amount of capital MUNSA received directly to the particular trip in question. Holding valid trip insurance does not waive your right to residual claim regardless of the outcome of your own personal trip insurance payout. MUNSA highly recommends all delegates to purchase personal trip insurance.

### **3. Assessment Conflict Related Cancellation**

It is your responsibility to ensure the trip does not clash with major assessments before agreeing to the trip. Hence, refunds for such conflicts will not be approved. However, in the event that you were told of an exam, presentation or any other major assessment after you committed to the trip, you may be eligible for a refund by petitioning to the VP Finance Office to show that you were not aware and unable to reasonably foresee a clash at the time of signing up for the trip. This petition will carry far more weight if you are able to provide signed documentation from the instructor in question that the exam/presentation etc. was not known at the time you signed up for the trip and the day to which you found out about the assessment. A written and signed statement from your teaching assistant will also suffice and carry equal weight. If the petition is successful, a full refund will be granted.

The deadline to submit a refund claim must be within 96 hours from the day you found out about your new assessment. The day you found out about it must be verified in your documentation. If you are unable to receive documentation within 96 hours, you must still submit the petition to MUNSA without the documentation and then submit documentation within 24 hours of receiving the documentation. For the purposes of calculating the hours, unless you are able to provide us with the precise time you were made aware of the assessment, the time will be set as 12:00 (PST) on your documented day of notice.



## **4. Visa Rejection + Denied Entry into a Country**

If you are denied a travel visa for a trip and you submitted your visa application on time and correctly filled the application you may qualify for a refund. To do so, you must submit a petition to the VP Finance Office for consideration. It helps to provide supporting documentation if possible. The standard appeal process applies; however, unlike the standard emergency cancellation refund process, we cannot guarantee that the refund will be 100% for successful petitions when it is approved on the grounds of being rejected for your visa application.

MUNSA is able to offer an extension of the payment deadline for applicants needing a visa so that they can pay after their visa outcome is known. This extension may not be available for all trips.

If you are denied entry, despite correctly following all relevant immigration procedures, you may also submit a petition. Supporting documentation can help your case.

The deadline to submit a refund claim for Visa-related reasons must be submitted within 24 hours of receiving your Visa outcome or of being rejected entry. If no time is present on the dated documentation, we will assume it is dated at 12:00pm (PST) on the date of the documentation or the time in which you were rejected entry.

## **5. Final Notes**

This policy is subjected to the sole interpretation of the VP Finance Office of MUNSA for all cases in consultation with the President in areas of ambiguity.

Refunds pertaining to ALL events occurring after the commencement of the trip will not be entertained. The commencement time will be defined for each conference.

Refunds will **NOT** be provided based on the fact that preferred country or committee assignments were not provided.

Refunds will **ONLY** be entertained for the reasons outlined in the document. Refunds being petitioned on any other grounds will not be entertained. For example, if you are asked to leave a conference for misconduct you are not entitled to any refunds.



All refunds are issued in check regardless of your initial payment method, unless the amount is less than \$200, then it will be provided in cash as per AMS rules. All refunds are subject to the final approval of the Finance division of the AMS.

Only the VP Finance of MUNSA has the authority to issue refunds. Any student wishing to seek a refund will not be able to obtain a refund based on any other MUNSA executive's statement, as the VP Finance is the sole signing officer of the club.

Refunds will only be provided to delegates for refund requests of the current academic year. For example, if a refund request was approved in the 2018/19 academic year and the refund was not picked up during that academic year, then the refund will not be provided in the 2019/20 academic year.

If MUNSA is unable to fulfill its financial obligations, refund requests may only be partially fulfilled. MUNSA's liability is limited to the total asset it has with the AMS and AMS' total asset holdings. The precise proportion of the refund and pecking order (order of priority) will be decided by the Finance Office of MUNSA in conjunction with the Finance division of the AMS.