

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; and
 - b. There is no “official petition template” as each case is unique
2. Receive the outcome of your petition within 2 weeks
3. If your petition is 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. 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

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; and
 - 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; and
 - 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

I. General

1. The financial liability of the University of British Columbia Model United Nations Students' Association, herein referred to as "the association", in regards to your refund petition can 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 the association will not be able to refund such payments.
2. Refunds are always given by cheque 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 cheque will be mailed to you by Canada Post, or can be picked up at the association's office, if an appointment is set beforehand. The association does not accept any liability for cheques lost by Canada Post. 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 the association in the event that the association's record differs from your personal record. If there is a conflict between your receipt of your payment and the record maintained by the association, the association's record will be assumed to be correct.
4. Refunds are **only** entertained for reasons outlined in this document. Any petitions for refunds on any other grounds than those 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 leave a conference for whatever reason you are not entitled to a refund.
5. All decisions and any clarification pertaining to the refund policy are strictly limited to the President and VP Finance of the association. Any comments, suggestions, or other information given to a refund requestor by an individual who is not the President



II. Types of Refunds:

II.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.

II.2 - Emergency Trip Cancellation

If you miss the conference trip for an emergency, you must submit a typed petition explaining and why you were unable to attend the conference. If the petition is approved by the VP Finance, in consultation with the President, it is possible that a refund will be given for the 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. 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 pursuant to 2.2 of the association's refund policy is 72 hours of the earliest dates on your documentation, and **no later than the time that the association deems the conference and/or trip (including travel departures) to have begun**. For example, if a trip is scheduled for December 15th but you know you are unable to attend on November 15th due to a major injury the deadline of your submission is November 18th.

III. 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.



IV. 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.

V. 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.