

# AUBSU Refund Policy

Below we have outlined our refund policy for memberships, tickets, passes and items bought in our shop. For any other refund requests, such as advertising or promotion, please get in touch with us directly: [studentunion@aub.ac.uk](mailto:studentunion@aub.ac.uk)

## Clubs & Societies

### Memberships

Our clubs and societies are all run by a committee of students. If you want to request a membership refund, your request will be passed to the club/society committee for a decision. Generally memberships refund requests will only be considered for exceptional circumstances. It is your responsibility to consider your commitment to the club/society before making a membership purchase. Requests will be considered on a case by case basis.

Clubs and societies are not guaranteed to run for the year and are dependent on the students who run them. We recommend attending the society or club sessions before making a purchase to ensure it's for you and you're happy to invest.

If your request has been approved, please contact [studentunion@aub.ac.uk](mailto:studentunion@aub.ac.uk) with your details so that we can arrange your refund. Please note, refunds will not be given on the day of request.

Please note that clubs and societies are reliant on their memberships to fund themselves. Therefore, if a refund is not requested in a timely fashion your membership payment may have already been allocated to a budget and unable to be released.

**If you are unhappy with your experience at an AUBSU club/society or feel that you have been mistreated and would like a refund because of this, please discuss this with a member of SU staff. You can email us [studentunion@aub.ac.uk](mailto:studentunion@aub.ac.uk) or come into the AUBSU Office to talk in person.**

### Passes

For some activities, we sell passes to allow our members to buy online and in bulk. Passes are valid for the academic year unless otherwise stated and it is your responsibility to ensure that you make the most of your pass. We consider refunds for passes on a case by case basis, considering: date of purchase; amount of uses; cancellations; any exceptional circumstances.

## Events

Once you have bought a ticket for an event you have committed to this purchase. Unless the event is cancelled due to unforeseen circumstances, we will not offer refunds for our events.

### Free Events

We ask that you notify us if you are no longer able to attend an event, as this allows us to free your place for another student and help us not to waste funds or resources unnecessarily. Please email [studentunion@aub.ac.uk](mailto:studentunion@aub.ac.uk) if you want to cancel your ticket place.

## Shop

Our shop is managed by an external provider, JSW Marketing, who handle all refunds and exchanges. Please contact them directly via [this form](#) or by email: [myshop@uniwear.co.uk](mailto:myshop@uniwear.co.uk)

If you bought directly from us at a Market Day stall and your item is faulty then you can get a refund from us by coming into the AUBSU office or emailing [studentunion@aub.ac.uk](mailto:studentunion@aub.ac.uk)