

OLLI at SOU Refund Policy

Member dues, registration fees, and course fees are not refundable. In a case of extreme hardship, a member can submit to the OLLI office a confidential request in writing, stating the necessity for the refund. To verify hardship, applicants shall complete an explanatory narrative paragraph describing the specific circumstances for the request. A form for this may be obtained from the OLLI office.

The completed form will be reviewed by the OLLI Assistant Director and the Council Treasurer for approval. The Coordinator will contact the applicant about the decision. Any refund will be reduced by a \$20 processing fee which is charged to OLLI by SOU on every membership.

From **OLLI at SOU Policies and Procedures**, 8/29/12