



# Payments & Refunds Policy

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<b>Next Review Due</b>	February 2029	<b>Review Cycle</b>	3 Years
<b>Reviewing Panel</b>	Board of Trustees		
<b>Applicability</b>	Sabbatical Officers JCR Members & Prospective Members Customers		

## 1. Introduction

- 1.1. This Payment & Refunds Policy sets out how and when payment should be given to Josephine Butler Junior Common Room Charitable Incorporated Organization (“Butler JCR”/“The JCR”), registered charity number 1197721 under the Charity Commission for England & Wales, and the circumstances in which payments to Butler JCR may be refunded.
- 1.2. This policy is designed to ensure fairness and transparency whilst safeguarding the financial stability of Butler JCR.
- 1.3. This policy will be attached, by the JCR President, JCR FACSO, Social Chair, or event chair(s) to all sign-up forms and emails to ensure that students and guests understand their payment obligations and refund restrictions.
- 1.4. This policy is based on, with permission, the ‘Grey College Junior Common Room Refund Policy’.

## 2. Scope of this Policy

- 2.1. This policy applies to all payments made to Butler JCR, including but not limited to:
  - 2.1.1. JCR Levy
  - 2.1.2. Event Tickets (e.g. balls & formals)
  - 2.1.3. Sports & Societies Fees
  - 2.1.4. JCR Merchandise & Stash
  - 2.1.5. Gym Memberships
  - 2.1.6. Payments for other services or bookings administered by Butler JCR

### **3. General Refund Principles**

- 3.1. Refunds will only be considered for issue in accordance with this policy or to the extent otherwise required in accordance with applicable law.
- 3.2. All requests for refunds must be submitted in writing to the JCR Financial and Community Support Officer (FACSO) at [butler.facso@durham.ac.uk](mailto:butler.facso@durham.ac.uk)
- 3.3. Refund requests must be submitted at the earliest possible opportunity.
- 3.4. Refunds will normally be issued via the original method of payment.
- 3.5. Refunds may be withheld if an individual is under investigation under the Complaints Policy at the time.
- 3.6. Butler JCR reserves the right to refuse refund requests that fall outside the scope of this policy unless such refunds are required to be made in accordance with applicable law.
- 3.7. Nothing in this policy is intended to limit or shall be construed as limiting any legal rights to a refund that a member may have in accordance with applicable law.

### **4. Requesting a Refund Procedure**

- 4.1. Refund requests must be submitted in writing to the JCR FACSO by email at [butler.facso@durham.ac.uk](mailto:butler.facso@durham.ac.uk)
- 4.2. Requests must include:
  - 4.2.1. The requester's full name
  - 4.2.2. Reason for the refund request and proof of that reason (where appropriate)
  - 4.2.3. Proof of payment (receipt or transaction confirmation)
- 4.3. Refunds will normally be processed within 14 calendar days of approval.

### **5. JCR Levy Payments**

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- 5.1. The JCR Levy will ordinarily be paid in full by new undergraduate students on Arrivals Weekend.
- 5.2. Paying this levy will entitle that student to the benefits of Butler JCR, complete for three years of undergraduate study.
- 5.3. JCR Instalment Scheme
  - 5.3.1. New undergraduate students may also pay their JCR Levy in instalments, using the JCR Instalment Scheme.
  - 5.3.2. The Instalment Scheme will split the cost of the full JCR Levy into instalments split across the remaining terms in the year in which they have indicated that they wish to pay.
    - 5.3.2.1. For instance, if the student indicates wishing to pay at the start of Michaelmas Term, there will be three instalments (each constituting one third of the JCR Levy price), payable at the start of each term.
    - 5.3.2.2. If a student indicates wishing to pay at the start of Epiphany Term, there will be two instalments (Each constituting half of the JCR Levy, payable at the start of Epiphany and Easter Term.
  - 5.3.3. The JCR will issue students who wish to use the Instalment Scheme with a contract which will ensure that all payments are made.
  - 5.3.4. As soon as an instalment is paid, the student will be entitled to the benefits of Butler JCR until the next instalment is due.
  - 5.3.5. Once that instalment is paid, the student will continue to be able to access the benefits of Butler JCR.
  - 5.3.6. Once all three instalments are paid the student will be entitled to the benefits of Butler JCR for all three years of their undergraduate study.
  - 5.3.7. Should the student stop paying their instalments, their JCR benefits will cease, and they will be subject to the late JCR Levy Payers section of this policy if they wish to rejoin the JCR.
- 5.4. 4<sup>th</sup> Year Undergraduates & JCR Levy
  - 5.4.1. Some students may remain undergraduates for longer than the 3-year period covered by the JCR Levy payment, for

instance through taking a foundation year, or taking an integrated masters course.

5.4.2. As outlined in the JCR-MCR Memorandum of Understanding, these students will typically be charged a 3-year JCR Levy at the start of their courses and will subsequently be charged the MCR Levy in their fourth year to retain their membership of both the JCR and MCR.

#### 5.5. Years Out & JCR Levy

5.5.1. Butler JCR understands that students may take years out of their undergraduate study at Durham University.

5.5.2. Reasons for years out may include:

5.5.2.1. Years Abroad

5.5.2.2. Year in Industry

5.5.2.3. Concession

5.5.3. If a student takes a year out, their access to full JCR benefits will be paused, and resumed upon their return.

5.5.4. However, students on years abroad and on years in industry are entitled to pay JCR price on events such as formals, balls, JBCFS, and Butler Day as a courtesy. They are additionally permitted to vote in JCR elections.

5.5.5. They will not be allowed to consistently engage in sports, societies, or committees or other aspects of the JCR, save the Years Out Reps.

5.5.6. Students on concession should not be engaging with any JCR activities during this period and thus are not offered any membership benefits.

#### 5.6. Retaking Years & Switching Degree Programmes

5.6.1. JCR members who restart one or multiple years of study, either by retaking a number of years within their degree or by changing to a different degree programme, shall be charged an additional membership fee.

5.6.2. This fee shall be equal to one third of the current JCR membership Levy per restarted year and confers the relevant number of additional years of JCR membership.

#### 5.7. Late JCR Levy Payers

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- 5.7.1. A late JCR Levy payer is a student who makes the JCR Levy payment after Arrivals Weekend.
- 5.7.2. These students will ordinarily be required to pay the full JCR Levy Payment.
- 5.7.3. However, should that student be wishing to pay the JCR Levy to directly and positively contribute to furthering and developing Butler JCR events and activities, discounts on the full levy price will be considered at the discretion of the JCR FACSO. This will take the remaining length of undergraduate study and the likely positive impact made into consideration.
- 5.7.4. Should a student transfer into Josephine Butler College during their studies and wishes to join the JCR:
  - 5.7.4.1. Butler JCR would attempt in the first instance to receive the remaining JCR Levy from the original college. This may need to be topped up by the student should the JCR Levy of the original college be less than the Butler JCR Levy.
  - 5.7.4.2. Should this not be possible, or if the student has already received a refund from their original college JCR, they will be charged a proportion of the Butler JCR Levy payment, relative to the remaining length of undergraduate study.

## 5.8. JCR Levy Refunds

- 5.8.1. The JCR Levy payment is, excluding exceptional circumstances defined in 5.7.2 and 5.7.3., non-refundable, as it directly contributes to the running costs and activities of Butler JCR.
- 5.8.2. There will be a 14-day cooling off period after JCR Levy payment, in which the JCR will provide a full refund should it be requested, as per our legal obligations.
- 5.8.3. Otherwise, a refund on JCR Levy payments may only be considered in exceptional circumstances, such as:
  - 5.8.3.1. Administrative error or duplicate payment
    - 5.8.3.1.1. If the administrative error is the fault of Butler JCR, a full refund will be given.

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- 5.8.3.1.2. If a duplicate payment is made by fault of the payee, a partial refund will be given at the discretion of the JCR FACSO.
- 5.8.3.2. Withdrawal from Durham University
  - 5.8.3.2.1. A partial refund will be given, at the discretion of the FACSO, relative to the length of time that would have been left of the student's study at Durham University
- 5.8.3.3. Change of college within Durham University
  - 5.8.3.3.1. A partial refund will be given relative to the length of time that would have been left of the student's study at Durham University.
  - 5.8.3.3.2. This can either be paid directly to the JCR of the new college or refunded to the student in question.

## **6. Event Payments**

- 6.1. Students and guests can only sign-up for Butler JCR events through forms distributed by the JCR President, the JCR FACSO, the Social Chair, or the relevant event lead.
- 6.2. After a place is given, the mode of payment may differ depending on the type of event.
- 6.3. Signing up via relevant forms will be considered as a commitment to pay for that event should a place be given.
- 6.4. Failure to pay for an event will result in being added to the JCR Debtors List.
- 6.5. Formal Payments
  - 6.5.1. Once a place on a formal is confirmed by the JCR President, JCR FACSO, or Social Chair, an eCommerce payment link will be sent, which you must use to pay for that ticket
  - 6.5.2. Failure to pay via the eCommerce payment link by the deadline, without contacting the JCR FACSO to inform them of any difficulties, will result in a late fee.

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6.5.3. Payment confirmation must be shown to be able to access the formal.

6.6. Other Event Payments

6.6.1. Once a place on other events, such as a ball, Butler Day, or JBCFS, is confirmed by the JCR President, JCR FACSO, or event chair(s), a payment form will be sent, which you must use to pay for that ticket.

6.6.2. A deadline will be set which accompanies the distribution of this payment form.

6.6.3. Failure to pay by the deadline, without contacting the JCR FACSO to inform them of any difficulties, will result in a late fee.

6.6.4. Payment confirmation must be shown to be able to receive an event wristband and thus attend the event.

6.7. Late Fees

6.7.1. Failure to make payment for an event by the deadline, without informing the JCR FACSO of any issues with payment, will result in a late fee.

6.7.2. This late fee will be charged proportionately to the cost of the event.

6.7.3. This late fee will be charged as follows:

6.7.3.1. Formals – £5

6.7.3.2. Butler Day – £5

6.7.3.3. JBCFS – £7.50

6.7.3.4. Winter & Summer Ball – £10

6.7.4. Any additional paid events will have a late fee of an amount decided at the discretion of the JCR FACSO.

6.8. Access Fund

6.8.1. The JCR operates an Access Fund that offers discounts on Winter and Summer Ball to those on the Durham Grant or others experiencing financial hardship.

6.8.2. This Access Fund is primarily aimed at JCR members, and they will receive the largest discounts, but as a courtesy, some non-JCR members may be offered smaller discounts at the discretion of the JCR FACSO and JCR President.

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6.8.3. The amount received by applicants will be gifted at the discretion of the JCR FACSO and will generally be proportional to the amount of Durham Grant received.

6.8.4. After places are confirmed at Winter and Summer Ball, applications for the Access Fund will open, and those wishing to apply must complete the form distributed by the JCR President or JCR FACSO by the published deadline to receive a discount.

## 6.9. Event Refunds

6.9.1. Signing up and receiving a confirmed place at an event will ordinarily require the student/guest to pay and will not be refundable. Refunds will only be given as described below:

6.9.1.1. If Butler JCR cancels an event, a full refund will be issued to all ticket holders.

6.9.1.2. If an event is rescheduled, ticket holders may choose to either attend on the new date or request a refund. Any refunds will be at the discretion of the JCR FACSO.

6.9.1.3. Butler JCR understands that sometimes there may be a change in students/guests personal circumstances between signing up and the event that mean that they can no longer attend. Refunds due to a change in personal circumstances, following all attempts on the part of the student/guest and the JCR to resell the ticket, will ordinarily only be given in the following instances (if those instances occur following sign-up to an event):

6.9.1.3.1. Bereavement

6.9.1.3.2. New medium to long-term physical or mental health challenges

6.9.1.3.3. Going on concession/grace period

6.9.1.3.4. Academic Classes or Fieldtrips

6.9.1.4. Refunds will not ordinarily be given (due to change in personal circumstances) in the following instances:

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- 6.9.1.4.1. Short-term illness
- 6.9.1.4.2. Sport or society commitments
- 6.9.1.4.3. Other social commitments
- 6.9.1.4.4. Friends being unable to attend
- 6.9.1.4.5. Uncompleted academic work
- 6.9.1.5. If a member is unable to attend an event due to a change in personal circumstances:
  - 6.9.1.5.1. Refund requests must be submitted at least 14 calendar days prior to the event.
    - 6.9.1.5.1.1. Refund requests submitted after this time will be considered on a case-by-case basis at the discretion of the JCR FACSO.
  - 6.9.1.5.2. Proof of these personal circumstances should be shared (if appropriate).
  - 6.9.1.5.3. A refund will only be issued if the ticket can be resold by Butler JCR.
  - 6.9.1.5.4. An administrative charge of up to 10% of the ticket price may be deducted to cover costs.
- 6.9.2. Students may ordinarily resell event tickets but must inform the JCR of the details of the new ticket holder in advance of the event.
  - 6.9.2.1. If students cannot resell event tickets for an event, this will be made clear throughout communications surrounding the event.
  - 6.9.2.2. Students may not resell event tickets at a greater price than the price that they paid for the event.
  - 6.9.2.3. If a JCR member sells an event ticket to a non-JCR member, the non-JCR member in question will be required to pay the difference between the JCR and non-JCR price to Butler JCR before the event.

## **7. Sports, Societies & Committees Fees**

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7.1. Sports, Societies, and Committees (SSCs) sometimes require additional fees from members beyond the JCR Levy to support their activities.

7.2. These fees may include:

- 7.2.1. Subscription fees (subs)
- 7.2.2. Competition fees
- 7.2.3. Referee/Umpire/Match Officials Fees
- 7.2.4. Fines
- 7.2.5. Kit/stash fees

7.3. Subscription Fees (subs)

7.3.1. Subscription fees will be decided by the SSC President and Finance Committee in advance of the academic year alongside SSC budget applications.

7.3.2. This subscription fee must be paid by all members of an SSC who attend more than three sessions within the academic year.

7.3.3. It is the responsibility of the SSC President, in conjunction with the JCR FACSO and Treasurer, to compile a list of these members, and to ensure that all required subscription fees are paid, and to ensure that non-payers are prohibited from engaging with that SSC.

7.3.4. It is the responsibility of the SSC member to pay all required subscription fees.

7.3.5. Failure by SSC members to pay required subscription fees, will result in being added to the JCR Debtors List

7.4. Competition Fees

7.4.1. Most match and competition fees should be included in SSC budgets that are submitted at the beginning of the academic year. The JCR will pay these fees.

7.4.2. Some SSCs may need to pay additional competition fees that are not included in the original budget request

7.4.2.1. Any such payments must still be approved by the JCR FACSO. Where possible, this approval should be sought in advance of any payment.

- 7.4.2.2. The payment should be made, in the first instance, by the SSC President or Treasurer.
- 7.4.2.3. The SSC President/Treasurer may then request reimbursement on these fees from the JCR. This reimbursement request must be accompanied by a list of SSC members involved in the competition in question.
- 7.4.2.4. The JCR FACSO will then reimburse the SSC President/Treasurer and ensure that all SSC members pay their portion of the competition fee.
- 7.4.2.5. Failure by individuals to pay their portion of a competition fee will result in being placed on the JCR Debtors List.

#### 7.5. Referee/Umpire/Match Officials Fees

- 7.5.1. Some sports clubs are required to pay referees, umpires, or other match officials as part of their competitions.
  - 7.5.1.1. These should ordinarily be paid for by the captain or president, and a reimbursement request should be made to the JCR.
  - 7.5.1.2. The JCR FACSO will then reimburse the captain or president.

#### 7.6. Fines

- 7.6.1. Fines are occasionally issued to JCR sports clubs and individuals within these clubs by Team Durham.
  - 7.6.1.1. Club Fines
    - 7.6.1.1.1. It is the responsibility of the sports club president and team captains to avoid fines.
    - 7.6.1.1.2. Should a fine be issued to the sports club, it is the responsibility of the sports club executive and members of that club to pay that fine.
  - 7.6.1.2. Individual Fines
    - 7.6.1.2.1. It is the responsibility of all individual members of sports clubs to avoid fines.

7.6.1.2.2. Should a fine be issued to an individual, it is the responsibility of that individual to pay that fine.

#### 7.7. Kit/Stash Fees

7.7.1. SSC kit/stash is not ordinarily approved as part of SSC budgets.

7.7.2. SSC kit/stash is typically organised and managed by the executive of the SSC.

7.7.3. A member of the SSC executive is thus responsible for purchasing the kit/stash and ensuring that they are reimbursed by the members of that SSC.

#### 7.8. Sports, Societies, and Committees Refunds

7.8.1. SSC subscription and match fees are non-refundable.

7.8.2. It is at the discretion of the SSC executive to determine whether a refund is given for kit/stash.

## 8. Gym Membership Fees

8.1. Gym membership fees are ordinarily payable at the start of academic year.

8.2. Late payers of gym membership fees will still be charged the full amount.

8.3. Pre-sessional students and guests will be offered a temporary rate for the time that they are at Josephine Butler College.

8.4. Gym access will not be granted until membership fees have been paid.

8.5. Gym membership fees are ordinarily non-refundable

## 9. JCR Merchandise/Stash Payments

9.1. Payment and administration of JCR Merchandise/Stash is either managed internally by the JCR or outsourced to an external organization.

9.2. Internally Managed JCR Merchandise/Stash

- 9.2.1. The JCR Stash Coordinator or the JCR President or Vice President will distribute a form to fill out to order stash.
- 9.2.2. Individuals are liable for payment at the point of placing a merchandise/stash order.
- 9.2.3. Refunds will not ordinarily be offered for internally managed JCR Merchandise/Stash.
- 9.2.4. If there is a defect:
  - 9.2.4.1. At fault of the JCR
    - 9.2.4.1.1. The JCR will endeavour to rectify this defect with the provider.
    - 9.2.4.1.2. If the defect cannot be rectified, then a refund will be given.
  - 9.2.4.2. At fault of the provider
    - 9.2.4.2.1. The JCR will endeavour to rectify this defect with the provider.
    - 9.2.4.2.2. If the defect cannot be rectified, then the provider will be expected to refund the JCR, who will in turn refund the individual.
    - 9.2.4.2.3. The JCR will not be in a position to provide a refund unless one is received by the provider.
- 9.3. Outsourced JCR Merchandise/Stash
  - 9.3.1. The JCR Stash Coordinator or the JCR President or Vice President will share the outsourced provider's link to purchase stash.
  - 9.3.2. Payments and refunds are the total responsibility of the outsourced provider, and thus the JCR will not refund outsourced JCR Merchandise/Stash and instead encourages individuals to contact the provider directly should a refund be desired.
- 9.4. All uncollected merchandise/stash left at the end of each term will be given away, and no refunds will be offered.
  - 9.4.1. If merchandise/stash is only delivered within two weeks of the end of term or after the end of term, the JCR will hold this merchandise/stash until the end of the following term, before giving it away.

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## **10. External Booking & Services**

- 10.1. Where Butler JCR hires out facilities or provides services to external organisations or individuals, the terms of cancellation and refund will be set out in the relevant booking agreement or contract

## **11. JCR Debtors List**

- 11.1. If no payment is made for an event before it takes place, and/or no subscription fee is received for an SSC by the end of Michaelmas term, the individual in question will be added to the JCR Debtors List.
- 11.2. If an individual is on the JCR Debtors List, they will be forbidden from attending formals, balls, and other events, and may be prevented from running in JCR elections and engaging in SSCs, until this debt is settled.

## **12. Payment & Refund Disputes**

- 12.1. If a member or customer of the JCR wishes to dispute the decision of the FACSO regarding payments or refunds, they can formally write to the JCR President to resolve this dispute.
- 12.2. An individual may only formally raise a dispute regarding payments or refunds to the JCR President within 10 working days of the decision outcome.
- 12.3. The JCR President shall aim to resolve this dispute within 14 calendar days of the dispute being raised.

## **13. Implementation**

- 13.1. The Chair of the Board of Trustees, or their deputy, and the JCR President, will ensure that this policy is brought to the attention of those making payments to the JCR, and will ensure that the JCR Executive Committee and SSC Presidents are suitably briefed on it.
- 13.2. The JCR President, the FACSO, the Social Chair, or Event Chairs will share this policy alongside all event sign-ups to ensure that all guests are aware of their responsibilities.

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- 13.3. It is a joint responsibility of the JCR President, the JCR Executive Committee, and SSC Presidents to ensure the implementation of this policy.
- 13.4. Smaller, one-off breaches of this policy are typically dealt with as described, through late fees and addition to the JCR Debtors List.
- 13.5. Larger, long-term, and/or consistent breaches, and breaches with no codified sanction within this policy, may lead to disciplinary action. Any disciplinary action will be dealt with in line with the Discipline Policy.

## 14. Approval & Review

- 14.1. This Payments & Refunds Policy was prepared in December 2025 by the JCR President, on behalf of the Board of Trustees.
- 14.2. This policy shall be reviewed every three years by the Board of Trustees, in consultation with the JCR President, and the JCR Executive Committee.

**This Payments & Refunds Policy has been approved by the JCR President, and the Board of Trustees.**

Signed David Evans  
Signature



Dated Date 21/02/26

Position **Chair, Board of Trustees**

Signed Joshua Barrett  
Signature



Dated Date: 18/02/26

Position **JCR President (2025-26)**

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