



Coordinators' Handbook June 2023

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1 This Handbook:

1. Most of the rules in this document apply to all coordinators, but some apply only to Home, Hall or Outside groups or for speakers or Trips. The layout attempts to present information in the order that a new coordinator is most likely to need it.
2. u3a Dacorum is a registered charity (Charity Number 1012612) and trust with Trustees legally charged by the Charity Commissioners to ensure that all monies collected from members on behalf of the u3a are correctly accounted for.
3. The Trustees of u3a Dacorum are therefore legally responsible for the careful, proper and consistent management of all of u3a Dacorum's finances.
4. For this reason, the coordinators' Handbook has been developed to protect all members, coordinators and Trustees.
5. Although the organisation and content of a group is very much at the discretion of individual coordinators this discretion does not apply to financial or safety matters.
6. No individual member, or coordinator, has authority to vary or to act outside of the rules laid down by the Trustees as stated in the coordinators' Handbook
7. Recent changes in the latest versions have been highlighted in Yellow.

Contacting Groups Secretary and u3a Committee Members

See the current Digest or our [website](#) for contact details of our Groups Secretary, Halls Secretary and other u3a committee members.

2 Frequently Asked Questions

How many times may a non-member attend meetings or trips?

"Visitors" i.e. Non-members or prospective members of Dacorum u3a (Including members of other u3as) may attend two meetings or trips before joining Dacorum. The limit of two meetings or trips applies across all groups.

Do visitors have to be reported? Do they have to pay the meeting fee?

Visitors must pay the meeting fee and coordinators must advise the Membership Secretary of all visitors so that she can keep track of the meetings attended.

May a member attend meetings at a different u3a?

Each u3a is independent and makes its own rules. Our members should contact the other u3a to find out whether they allow visitors.

May a coordinator book a hall? Who does book halls?

Halls are booked by the Halls Secretary – halls@u3adacorum.org. Coordinators must not book halls.

How can I get help finding a venue?

The Halls Secretary will assist with finding venues.

Do members have to pay to attend a group that they normally do not attend?

Everyone attending a group meeting, whether a visitor or a Dacorum member must always pay the meeting fee.

3 General Health Precautions

1. Dacorum u3a must follow all government guidelines on safety during and after the pandemic.
2. All attendees at u3a Meetings must have considered their private health circumstances before attending any meeting and should be reminded of this by the coordinator at every meeting.
3. Formal Risk Assessments are required before a new group starts. See Section [Coordinating a Group](#) below.
4. An Attendance Register (Example on the web site [HERE](#)) must be kept, including membership number and ticked on behalf of the attendees at every meeting indicating that they have undertaken and are satisfied with their personal risk assessment.
5. The Attendance Register must be retained by the coordinator and submitted to the Treasurer with the final Income and Expense return of any financial year.

4 Coordinating a Group

1. All Outside and Hall Groups are subject to completion of appropriate Risk Assessment(s) as described on the website, before approval to proceed is given by the Groups Secretary. No Risk Assessment is required for Zoom meetings. Contact the Groups Secretary for advice on Risk Assessments
2. Home Groups are required to complete a Risk Assessment before their first meeting. Home group coordinators should complete an assessment before an initial meeting and a new risk assessment if significant changes to the premises or the venue are made.
3. The organisation and content of a group is very much at the discretion of the individual coordinator.

4.1 Course Content

1. The coordinator is responsible for the selection of the course content, the frequency of meetings and the venue. Where possible, the views of the group members should be taken into consideration.
2. Other related matters should be discussed and agreed by the group.
3. Group members should be encouraged to participate by giving talks on a particular aspect.
4. Coordinators should make members of their group aware of the contents of these notes.
5. Groups may use external speakers at the members' own cost in accordance with the Speaker Policy.

4.2 Accommodation – Homes and Halls

1. All Halls used by u3a Dacorum must have a documented Initial Risk Assessment accepted by the Groups Secretary on behalf of the Committee.
2. All groups meeting in Halls must be the subject of a Risk Assessment completed by the coordinator and updated in the event of significant change.
3. Should any meeting attendee report potential notifiable infection to the Groups Secretary the appropriate group coordinator is required to submit a copy of the Attendance Register to the Groups Secretary.
4. Many group meetings are held in members' homes. If this is not possible for any reason contact the Groups Secretary or Halls Secretary who will be able to suggest suitable alternative accommodation.
5. Do not be put off if your house is not big enough. You can if you wish set the maximum number of members who can attend and it is important to state this at an early stage.
6. In time, the numbers wishing to attend may grow to more than can comfortably be housed. Ideally the group should then either split, to form another group with a new coordinator, or move to a rented room sufficiently large for their needs. This will involve an increased meeting fee.
7. If a Hall is required the coordinator should locate a suitable hall with a suitable day, date and time and pass the details to the Halls Secretary (halls@u3adacorum.org) who will confirm the booking on behalf of our u3a. The coordinator **must not** enter into a personal agreement for **hall hire**.

4.3 Meeting Dates

1. Try to meet on a regular day and time, as this is easier for members to remember. If possible, avoid Monthly Speaker Meeting dates and times, usually held in the morning of the first Monday of the month except Bank Holidays.
2. If you do not have a deputy who will take the group in your absence it is acceptable to move your meeting days etc. to suit your holidays or other special occasions providing you give sufficient notice.

4.4 Additional coordinators

3. The coordinator is not expected to handle the running of the group single handed. All groups can appoint additional coordinators from amongst the group members, to act as Deputy when the coordinator is absent and to share the duties of organising the group's activities, finances or refreshments.

4.5 Group Numbers and Waiting Lists

1. When your group is full a waiting list system should be operated and coordinators should regularly check the Register for irregular attendance in order to reduce the waiting list.
2. A difficult part of a coordinator's duty is to deal correctly with group members who, for whatever reason do not regularly attend the meetings.

3. If a group is not full or perhaps held in a hall it may not be important. But when a home group is full and or has a waiting list it is not fair for a member who is only free to attend irregularly to hold on to a place. Under these circumstances approaches should be sympathetically made to the member concerned to find out the reason and to try to get them to make a commitment to the group.
4. Usually, members are happy to relinquish their place if they have other interests or commitments.
5. If you have problems the Groups Secretary will be happy to assist.
6. We have a large membership so it is helpful to try, if possible, to split popular groups, to form another group with a new coordinator, or move to a rented room sufficiently large for their needs this will involve an increased meeting fee.
7. If a Hall is required the coordinator should locate a suitable hall on a suitable day, date and time and pass the details to the Halls Secretary (halls@u3adacorum.org) who will confirm the booking on behalf of our u3a.
8. The coordinator must not enter into a personal agreement for hall hire.

4.6 Communication With Group Members

1. To comply with GDPR and u3a Dacorum's [Privacy Policy](#) all emails sent to group members must use the BCC (Blind Carbon Copy) address line so that members' personal email addresses are not displayed.
2. Emails may be sent to all members by Committee members
3. Emails can be sent to members via the Groups Secretary using Beacon or privately using information from group registers. All members must opt to receive Group News on their joining or renewal application. They may change their choice at any time by contacting the Groups Secretary.

4.7 Resources – u3a Dacorum

We have equipment and teaching aids that may help groups e.g. LCD projectors, amplifier, speakers and laptop computers etc. A list of equipment and the holders thereof can be obtained from the Equipment Officer.

4.8 Resource Centre – The Third Age Trust

The Third Age Trust has a Resource Centre with slides videos etc. on a wide range of subjects. These can be supplied on loan to coordinators; a Registration Document is available from the Secretary for an individual group to join the loan scheme. Their catalogue is being constantly updated and coordinators should contact the Secretary in the first instance to see what subjects are on the current list from the [Third Age Trust](#).

4.9 Queries

All queries and problems relating to group activities etc. should in the first instance be directed to the Groups Secretary. If you are unable to contact this member, contact the [Chair](#), Vice-Chair, or Secretary.

4.10 Refreshment Rota

In order to spread the work fairly, all study groups, on a rota basis, serve the refreshments and wash up at our Monthly Speaker Meetings and at coordinators' Meetings. Details are available in the Digest. The appropriate coordinator will be contacted by the Refreshments coordinator a month prior to the meeting to answer any queries on this subject.

4.11 Insurance

1. As members of the u3a you and your group have the benefit of the u3a Public Liability Insurance which covers u3a members and their personal property against damage caused by the negligence of another u3a member. This is not the same as a Personal Accident Insurance.
2. Details can be obtained from the Secretary or read at u3a.org.uk. It is necessary to register and sign in to read the insurance information.
3. Home groups are subject to the host's home insurance policy. However, loss or damage caused by a u3a member during a home or hall meeting is covered on our u3a insurance and u3a Dacorum will have to pay the excess of every claim. Discuss with the Secretary as appropriate.

4. Speakers and Tutors who are fully paid-up members of another u3a are covered by the u3a insurance as they can only be reimbursed for their expenses.

4.12 Visitors and Non-u3a Members

1. To comply with the u3a Public Liability Insurance, **prospective members of u3a Dacorum may attend two meetings as visitors before joining, (but must still pay the meeting fee). Coordinators must monitor these attendances and advise the membership secretary of visitors' names and addresses to avoid invalidating our insurance because the meeting limit applies across all groups.**
2. Such **non-members** are covered by the u3a insurance for **only two visits**. Paid tutors are **not** covered by the u3a Insurance, but paid speakers are.

4.13 Coordinators' Meetings

1. Coordinators' meetings are normally held at regular intervals and have a three-fold purpose:
 - a. To allow coordinators to be brought up to date on the latest u3a developments.
 - b. To allow coordinators to make any suggestions and to air views.
 - c. To allow coordinators the opportunity to meet fellow coordinators and Committee members.
 - d. If you are unable to attend please ask another member of your group to attend instead.

4.14 The Digest and Newsletters

1. The printed Digest is sent to all members quarterly. Email, the website as well as occasional electronic Newsletters are also used for communications. Newsletters are also posted to those members who do not have email.
2. The Digest contains a list of all groups and meeting times, correct when it goes to press. Group coordinators have the opportunity to publish a brief group report of the past activities, examples of their work and events for the future.
3. The deadline date for copy and requests for contributions are sent to coordinators about four weeks before publication.

4.15 Members' Email List via Beacon

1. Beacon is our Membership Management System. It is hosted by the Third Age Trust and is available to all committee members who need access and can be made available (with restricted access) to coordinators on request. It provides an up-to-date list of all members' details and is GDPR compliant.
2. The Beacon email list is the best way of circulating our members. coordinators can advertise special meetings, seats available on trips, change of date or venue etc. on the u3a Group News email list which is received by the majority of our membership.
3. It is considered part of a coordinator's function to pass the content of the emails on to their group members where possible. If a coordinator does not have email, they should arrange for another member to be a second coordinator to receive and pass on messages.
4. If a member does not have email, they should ask the coordinator to pass them details by phone or other method.
5. **If coordinators email their members from their personal email, they must blind copy all the members for data protection reasons.**

4.16 Disruptive Group Members

1. Sometimes it may be thought that a group member is disruptive to the harmony of a group. Being realistic, it is expected that occasional arguments occur and that there may be disagreement between individual members or between members and the coordinator. Providing this is an isolated case it should not be cause for concern and is not grounds for taking serious action.
2. However, persistent disruption on a regular basis is not acceptable. In this situation the coordinator should, in the first instance and before taking any action, discuss their problem with the Groups Secretary who will refer the problem to the Committee if a solution is not readily available.

4.17 Less Able Members

1. We will do what we can to help our less able members participate in u3a activities if possible.
2. Most of the halls we use have disabled access and a loop system for the hearing impaired.

3. It is unfortunate that it may not be possible for less able members to participate in home meetings because of access or layout. There is no legal requirement to change your home if such a situation arises.
4. It is often possible to help the situation with a minimum of disruption by sitting people where they can see the person speaking or by giving handouts etc.
5. Information is available from the Secretary or Groups Secretary.

4.18 Discrimination

It is important that in our groups and activities we are seen not to discriminate against other members and non-members. This is a very difficult subject and if you have any problems in this area, you should contact the Groups Secretary, Secretary or **Chair** for advice before taking any action.

4.19 Accidents and Incidents

1. All accidents, injuries and illness at u3a meetings or events must be recorded and reported via the coordinator, who should complete an accident report form from the website [coordinator essentials page](#) as soon as possible and give a copy to the u3a Secretary (Secretary@u3adacorum.org) or contact on the web site..
2. Make notes of the names and details of members involved at the time of the event to aid completion of the accident report.
3. In the event of an accident or a member being taken seriously ill, regardless of whether you have a member present with a current first aid qualification, you must contact the emergency services immediately (999/112). You must state the address where you are, including the post code, your phone number or the phone number you are calling from and as clearly and concisely as you can, what has happened.
4. First aid treatment should only be administered under the emergency services' direction. If a trained first aid person is present then that person should be the one to make the emergency call and follow any instructions.
5. In the event of a fall keep the person warm and dry. DO NOT attempt to move the person unless they are in immediate danger.

4.20 Health and Safety

1. Each member is responsible for their own safety and needs to approach any activity in accordance with their own health and personal medical conditions.
2. The coordinator needs to be aware of the Health and Safety regulations of the venue in which the group meetings are held and aware of the Hall Risk Assessment. The hall administrators should have further information if needed.

4.21 Documentation

All coordinators forms and other important information is available from the website [Coordinator essentials page](#).

5 Financial

No individual member or coordinator has authority to vary or to act outside of the financial rules laid down by the Trustees as stated in the coordinators' Handbook.

For meetings held before 1st June 2023, unreceipted claims for deductions of 15 or 35 pence per head may still be made. These amounts are no longer adequate to cover actual expenses so from 1st June onwards, the meeting fee (£2 or £3) will no longer cover refreshments. Provision of refreshments is the responsibility of the coordinator, and they should ask for donations to cover refreshments from meeting attendees..

5.1 All Groups

1. All coordinators must follow the set procedures in this handbook. Using the appropriate forms, income must be sent to the Treasurer ensuring that meeting monies do not build up.
2. An [Attendance Register](#) must be kept, including membership number and ticked on behalf of the attendees at every meeting.
3. The Attendance Register must be retained by the coordinator and submitted to the Treasurer together with the final Income and Expense return of each financial year.
4. All Income and expenditure must be recorded using the Group Income and Expenditure Form 2 available from the website [coordinator Essentials page](#). The coordinator should submit the expense form, receipts and remittances if any **preferably electronically**.
Extra costs such as external speakers and extra meeting fees to pay for these are the responsibility of the group and should not be reported.
5. Income and Expense forms and income must be passed to the Treasurer at a maximum of 6 monthly intervals. A return must be provided to the Treasurer within two weeks of, and if possible two weeks before, 31st March, the financial year end. This should cover income and expenditure for all meetings up to 31st March.
6. **Any expenditure claimed on a Group Income and Expenditure Form 2 must be supported by receipts. This is an HMRC requirement.**
7. All monies collected at group meetings etc. immediately become part of u3a Dacorum central funds to be used for the benefit of all the members of u3a Dacorum, rather than the individual groups which may have collected the monies. The exceptions to this are the collection of Group Speaker funds and expenses that are essential for the group function such as the purchase of wine for a wine appreciation group. See [Speaker Policies](#). Any other exceptions to this must have prior Committee approval.
8. No float or petty cash may be held by the coordinator.
9. No Group consumables will be funded by the u3a. The u3a offers a free photocopying facility. If photocopies, magazines, games equipment, film rental, other consumables are required and the coordinator or group member wishes to recoup the cost they must make a private arrangement with the attendees.
10. No grants will be available for any purpose.
11. Should the group decide they wish to send flowers, gifts or cards to a member this should be paid for by the members not taken from group income.
12. If a group wishes to raise funds by selling goods or holding raffles at their group meetings all proceeds must be passed to the Treasurer for the benefit of the u3a as a whole, not retained for group use.
13. Subject to the coordinator's agreement, group members may sell surplus items to members of their own group at group meetings. The proceeds of such a sale may be retained by the seller if wished or passed to the Treasurer for the benefit of the u3a.
14. Many groups have an annual lunch, allowing group members and often their partners to meet socially. The organisation and funding of such social activities is a private arrangement between the members.
15. Surplus funds are *not* to be retained by individual groups against future group expenditure, reduced meeting fees or used in any other way.
16. No Fee is charged when a group arranges an outing where members pay an entrance fee, or travelling costs are involved (to be met by the group members).

17. The method of handling cash will be at the coordinator's or host's discretion.
18. In the case of a Group closing down, all funds in hand less agreed expenses must be passed to the Treasurer.
19. The Committee is unable to support Charity collections in any form at any meeting.

5.2 Home Meetings

1. A minimum fee of £0.50 (or other amount set and advised by the Committee) per person is to be collected at all Home meetings. It is up to individual coordinators if they wish to pay a meeting fee. A further £0.50 may be collected from each attendee to cover Home Meeting expenses such as refreshments, water, heating etc. £0.50 per attendee must be submitted on the normal income and expenditure claim form.
2. Electronic submission of all forms and payments is preferred as is electronic communication regarding group organisation. Photographs or scans of receipts may be submitted, but the originals must be retained in case of any query.
3. If a normally Home meeting group wishes to rent a hall for a one off meeting, agreement must be received from the Committee in advance of booking a hall. In such cases the coordinator must collect an extra fee from the group members to cover the hire cost and any other associated costs such as refreshments and a Speaker. Agreement must be received from the Committee in advance. The Halls Secretary and Groups Secretary can advise on suitable accommodation. The coordinator may be asked to advertise the meeting to offset costs.

5.3 Hall Meetings – Using a Rented Hall or Room

1. A minimum fee of £2.00 per person (or other amount set and advised by the Committee) is to be collected at all meetings in Halls. The Committee reserve the right to increase this amount to selected groups as a contribution towards Hall rental or other costs. It is up to individual coordinators if they wish to pay a meeting fee.
2. No Fee is charged when a group arranges outings where members pay an entrance fee, or travelling costs are involved as these must be met by the group members.
3. From 1st June 2023, coordinators are responsible for providing refreshments and should collect a donation from attendees to cover the cost. See point 5.1 above for a detailed description.
4. If the Hall requires the coordinator to clean areas used by the group, the cost of cleaning materials, may be claimed as expenses but must be receipted.
5. Where the Hall requires hirers to provide their own cups, each member must make their own provision or the coordinator may optionally provide paper cups, paid for by the members' donations.
6. Electronic submission of all forms and payments is preferred as is electronic communication regarding group organisation. Photographs or scans of receipts may be submitted, but the originals must be retained in case of any query.
7. **Changing venues.** Discuss a change of Hall with the Halls Secretary. The Groups Secretary must approve any move.
8. Coordinators must not enter into a personal agreement for the hire of any Hall
9. When cancelling a meeting and the associated Hall booking, notify the Halls Secretary, Treasurer and Groups Secretary. Coordinators must be aware of their Hall's cancellation policy with the aim of avoiding any penalty charges on cancellation.
10. Read the [Speakers](#) section of this document for details of our Speaker Policy.

5.4 Zoom Meetings

1. Zoom meetings using a channel provided by the u3a are free to attend. Bookings must be made via Zoom Admin. (beaconadmin@u3adacorum.org)
2. Private Zoom accounts may be used at no cost to the u3a.
3. No expense claims associated with Zoom meetings are expected. Any expenses claim must be approved by the Committee prior to submission.
4. Zoom technical support and assistance is available from the Zoom coordinator.

5.5 Outside Meetings

1. No fee is collected for outside meetings and no expenses are expected. Any expenses must be approved by the Committee and receipted prior to claim submission.
2. If a normally Outside meeting group wishes to rent a hall for a one off meeting, agreement must be received from the Committee in advance of booking a hall. In such cases the coordinator must collect an extra fee from the group members to cover the hire cost and any other associated costs such as refreshments and a speaker. Agreement must be received from the Committee in advance. The Halls Secretary and Groups Secretary can advise on suitable accommodation. The coordinator may be asked to advertise the meeting to offset costs.
3. **Exploring and Trip Groups:** no charge for the meetings. Reimbursement of the trip leader costs incurred in preparing and delivering the tour will be a private matter between the leader and attendees. There must be no cost to the u3a. See the [Outings – Coach Trips and Excursions](#) Section for a discussion on calculating these expenses.

6 Speakers

1. Groups may use wider u3a, commercial, free, or charity speakers but must adhere to the u3a Dacorum speakers policies and, at the coordinator's discretion, engage no more than 4 non u3a speakers in any membership year.
2. Groups must fund speakers themselves, usually by charging each attendee extra over and above the normal meeting fee.
3. Each coordinator may choose either to:
 - a. Apply a speaker supplement to the normal attendance fee at the meeting itself.
 - b. Collect lump sum payments from group members periodically to cover speakers.
4. If the speaker is from another charity or the speaker wishes their fee to be paid to another charity, the speaker must accept the fee made payable to them and pass the fee to the charity themselves.
5. Speakers from another u3a may receive agreed expenses only. These must be agreed in advance.
6. Small gifts or lunches for any speaker are at the discretion of the coordinator but must be paid for by the group.

7 Outings – Coach Trips and Excursions

1. Coach trips have a potential to make a financial loss or an excessive surplus.
2. The guiding principles behind this section of the handbook are that no trip shall run at a loss and that no trip shall create a surplus greater than 10% of the coach cost and tip (apart from minor rounding up to the nearest 10p per passenger).

7.1 Calculations

1. There are two ways of running and costing a coach trip:
2. [Method 1](#): is used when all available seats are expected to be sold or when it is certain that you will reach the break-even point of your chosen size coach, including the Community Wheels Minibus. This method can involve either contacting other groups, or advertising to meet the numbers needed to avoid cancellation or both.
3. [Method 2](#): is used when only a proportion of the available seats is expected to be sold. This method involves taking a deposit of approximately 50% for each seat booked and should be used when group members have agreed that they want to go on the trip, almost irrespective of the seat cost, or that the organiser wishes to avoid possible cancellation from using Method 1.

7.2 Coach Outings – Conditions for all Coach Trips

1. Coach trips using a commercial coach could involve u3a Dacorum in being liable for large sums of money. The Committee is happy to support such activities. However, permission must be sought the first time a group organises such an event. Before committing yourself, you should discuss this with the Groups Secretary, who will refer it to the Committee. Generally, permission will be given if we are satisfied that the organiser understands and will follow the set procedure.
2. Select the type of costing that will be used – either Method 1 or Method 2 above.
3. If one or two group members organise a trip, the coordinator is still ultimately responsible and should ensure that they have a copy of these conditions and that it is followed.
4. Outings must be self-financing, all costs being calculated in advance and to the appropriate formula.
5. If the system is followed it should be impossible for u3a Dacorum to lose money or the trip to make an unnecessary surplus.
6. It is normal practice that the organisers of group outings pay for their own and their partner's coach fare and entry fees. If an organiser feels there may be special circumstances where this is not the case they should contact the Treasurer or Groups Secretary who will ask the Committee to give an individual ruling.
7. Organisers should not deliberately set out to exceed the maximum surplus of 10% of the coach cost and tip, apart from minor rounding up to the nearest 10p per passenger.
8. If a coach is used two quotations should be obtained.
9. Coach and venue bookings should be provisional and only confirmed when the 'break-even' point has been reached. [See here for examples](#) of break-even numbers.
10. Notify the Treasurer of the date of the trip and which coach firm will be used.
11. Ensure that the invoice is passed to the Treasurer as soon as it is received.
12. To comply with the u3a Public Liability Insurance non-u3a members (spouses, friends, etc.) are permitted to attend a maximum of **two** outings before joining the u3a and paying the annual subscription. **These outings are included in the overall limit of meetings for visitors so must be recorded and reported to the Membership Secretary.**
13. **The full ticket cost of the outing or the agreed 50% (if using Method 2), must be taken from members at the time of booking, in the form of a cheque payable to u3a Dacorum, NOT to the trip organiser. Payment by bank transfer cannot be accepted. Verbal bookings from members are not acceptable.**
14. **The organiser should not accept cash payments. In the event that a member does not have a bank account then by agreement a cheque, made payable to u3a Dacorum, from the Organiser or another member may be acceptable.**
15. **Send the cheques, not cash, to the Treasurer as soon as you reach your break-even point using Group Outing or Event Cheques Received ([Form 6](#)).**

16. If your group cannot achieve the break-even point then the trip must be cancelled and all cheques returned ([Click here for examples](#) of break-even points). If it appears that the trip may be cancelled, discuss it in good time with the Treasurer and Groups Secretary as there may be an alternative.
17. If you need to send the member a ticket or confirmation you should request stamped addressed envelopes with the booking payment.
18. No refunds are to be made to members who cancel their booking. If a member is not able to take up their booking, they can sell their ticket to the next name on your waiting list if you have one.
19. If there is no waiting list the member may be entitled to a refund of any entrance fees not paid in advance by the coordinator. Coach costs cannot be refunded.
20. If you feel that there are exceptional reasons why a particular member should have a refund and there is no waiting list, the circumstances should be referred, in writing, to the Secretary for consideration by the Committee.
21. A Balance Sheet ([Form 3](#)) must be completed for all trips.
22. Any financial surplus made on the trip is to be passed to the Treasurer for the benefit of the whole of u3a Dacorum, not returned to the passengers (except as below) or retained within the group.
23. In the event of an error in the calculations, or included admission charges change or the surplus is too high there may be occasions when a small cash refund should be made to passengers on the day. The organiser must discuss this with the Treasurer who will explain the correct procedure.

7.2.1 Method 1: Calculating Ticket Price when all available seats are expected to be sold

1. This method should only be used if all available seats are expected to be sold and you are confident that as a minimum you will reach the break-even point of your chosen size coach. It may not be suitable for all groups; if correctly followed it will ensure group members pay the lowest price possible and the surplus will be within 10% of the coach cost and tip.
2. If the outing uses a commercial coach of any size (including Community Wheels), add an appropriate sum for the driver's tip, say £10 to a maximum of £25 (this should be dependent on the hours and distance driven) to the hire charge, plus any additional costs (e.g. Guides) not in entrance fees; add £0.50 per seat for administration costs, then add 10% to this total. Finally, add any entrance fees at cost if they are to be paid in advance, all rounded up to the nearest 10p per passenger.
3. Ticket price to members equals the cost of coach, plus tip, per seat administration charge and additional costs, plus 10%, divided by the total number of seats on the coach, plus any entrance fees if they have to be paid in advance. The resulting total should be rounded up to the nearest 10p per passenger.
4. To avoid a loss, try to pay for entry fees on the day so you do not pay for empty seats or for members who purchased a place but failed to turn up.

7.2.2 Method 2: Calculating Ticket Price when the number of sold seats is uncertain

1. This method is the preferred alternative for many groups. If correctly followed it will ensure group members pay the lowest price possible and the surplus will be within 10% of the coach and tip.
2. When calculating the final seat price the organiser should add an appropriate sum for the driver's tip, say £10 to a maximum of £25 (this should be dependent on the hours and distance driven) to the hire charge, plus any additional costs (e.g. Guides) not in entrance fees; add £0.50 per seat for administration costs, then add 10% to this total. Finally, add any entrance fees at cost if they have to be paid in advance. The resulting total should be rounded up to the nearest 10p per passenger.
3. Method 2 may be the better option because there are occasions when a group organises an outing and group members agree that they want the outing to take place irrespective of being able to reduce the cost by selling tickets to non-group members.
4. The organiser is fairly confident that some non-group members would like to attend – but not sure how many and the coordinator is prepared to sell tickets to u3a non-group members.

7.2.3 Pricing Example

1. If around 20 or more members propose to hire a full-size coach for around £400, then members are told in the first instance that the cost could be between £12 and £22.
2. A deposit of £10, or approximately 50% of the coach cost, is taken from each member who wants to go, by means of a cheque payable to u3a Dacorum. This is non-refundable unless the trip is cancelled.

3. At a set point in time there is a count up and the ticket price is calculated based on the number of deposits at that time. Members are asked for the balance, or if too few members want to go and the price gets excessive, the trip is cancelled.
4. For example £400 for a 49 seat coach plus £15 tip plus £0.50 per seat plus 10% = £483.50.
5. Ticket price: for 25 passengers = £19.40
 for 30 passengers = £16.20
 for 40 passengers = £12.10
 for 49 passengers = £9.90
6. If, after the ticket price has been fixed, more tickets are sold the organiser should discuss with the Treasurer if it is appropriate to give passengers a cash refund on the day to reduce excessive surplus
7. Coach Outings: Break-even Point
8. If a group cannot sell sufficient tickets to meet the break-even point the trip must be cancelled and the cheques refunded. However, advertising at monthly meetings or via the email list will usually sell the remaining seats.
9. Break-even point examples (i.e. 90% of the total seats sold:).
27 tickets sold on a 32-seat coach
44 tickets sold on a 49-seat coach
47 tickets sold on a 53-seat coach

7.3 Outings: Holidays – More than One Day Duration

1. Financial arrangements must be approved by the Treasurer.
2. The service of a Bonded Agent or Travel Company is mandatory.
3. Payments for such trips must not be made to u3a Dacorum, but directly to the Bonded Agent.
4. All members must have appropriate Personal Travel Insurance which is different from our u3a Public Liability Insurance.

7.4 Continental Outings

Special conditions apply to all overseas and continental day trips which require an extension to our u3a liability insurance. Contact the Secretary for information.

7.5 Outings: Accounts

1. As we are a registered charity it is essential that all money is correctly accounted for.
2. Whenever money received from members has been spent on an outing, a Balance Sheet for Trips & Events ([Form 3](#)) must be completed. This must be submitted to the Treasurer immediately after the event, giving full details and including all receipts and invoices, showing any surplus to u3a funds. Please note this is not used for claiming expenses but is a financial statement.
3. Include your Group ID number on all returns.
4. Invoices from coach firms are to be passed to the Treasurer for payment. Other expenses incurred should be claimed on the Expense Claim form ([Form 1](#)).
5. No expenses will be paid by the Treasurer without all relevant receipts and invoices. If no receipts were issued then explanatory information in writing must be given.
6. The financial surplus made on the trip is to be passed to the Treasurer for u3a general funds, not retained by the group or returned to the passengers except by the agreement of the Treasurer.
7. If an agreed refund is to be made it should be claimed on Trip Refund Cheque Request form ([Form 4a](#)).

7.6 Outings: Advance Payments

1. If advance payment is needed authority must be obtained in advance from the Groups Secretary or Treasurer before a commitment is made.
2. All requests for cheques for advance payments must be made in writing to the Treasurer giving full details and your considered opinion of the likelihood of selling all of the advanced paid items using the Advance Payment & Cheque Request form ([Form 4](#)).

7.7 Outings: Private Cars

1. If private cars are used it is suggested that the drivers should be offered a contribution towards the fuel costs of the journey. This should be the approximate cost of the fuel used, plus any parking charges, split between the driver and passengers.
2. Other costs such as tyres, insurance, wear and tear, etc. should not be included in the calculations.
3. Estimate and set the contribution at the start of a journey.
4. It is the driver's responsibility to check that their car insurance allows them to accept a payment towards fuel costs

8 Amendment Record

Date	Version	Details.	By
1999	Issue 1	Coord Handbook 1999	
2014 – 2021	Issue 2 - 9	Coord Handbook issued	
July 2021	2.0	Total revision: Covid 19 precautions and procedures added, plus further mainly cosmetic modifications.	LD, JD
		Further formatting changes after review	BE
19 July 2021	2.1	Final Issue	JD
21 July 2021	2.11	Hyper-links updated	JD
8 June 2022	2.2	Minor format changes, added Style sheets for consistency, added Post Pandemic comment	JD
23 Mar 2023	2.3	Added “Effective Date” to front cover. “Starting a group” changed to “Coordinating a group” Moved all references to visitors into a separate section. Highlighted the fact that visitors are non-members to avoid confusion about who may attend two free meetings. Updated Pandemic comments, removed some out-of-date restrictions and the word “Covid”. (Sections 2 and 3) Removed “Mandatory” requirement for coordinators to get agreement for course content and venue. (Section 3.1) Added the requirement for coordinators to use BCC if they email members from their own email account (Section 3.15)	JD

		Changed “Chairman” to “Chair” and added “Chair” (Sections 3.9, 3.18) Change some wording for emergencies from “You are advised to...” to “You must...” (Section 3.18) Removed the 15 or 35 pence per head allowance for meetings. From 1st April 2023, all meeting expenses must be receipted and claimed. Extensive changes to the wording on meeting charges, including an example of how claims should be made. (Section 4) Updated links to correct addresses in the updated Dacorum web site. Added some links to officers’ email addresses. Extensive changes to the Speakers Policy section as the committee has agreed that hire of external speakers for group meetings must be funded by the group. Minor format and grammar changes and changed Committee titles where older titles were still used.	
28 May 2023	2.4	Updated to reflect the new Refreshment rules – the meeting fee no longer covers refreshments. This version supercedes version 2.3 (where the refreshments had to be receipted) but that version was never released.	JD