

FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT OUR EVENTS

Applications for an event

Applications for an event will be dealt with on a “first come - first served” basis. If we are oversubscribed, a reserve list will be established also on a “first come - first served” basis. The event organiser will contact you to establish if you would like to be placed on the reserve list.

Please help your event organiser by ensuring every detail is completed on the reply form. If you are paying by cheque, please also remember to include your cheque with the reply form and return your application as soon as possible. Please note if replying to the same organiser for different events, separate cheques are required for each event. For some events it is possible to pay by bank transfer, in this case the booking form must still be sent to the organiser and the transfer made at the same time.

Bank transfers to pay for event places

A bank transfer can be made for most event fees. However, if a bank transfer is not given as an option on the booking form, a cheque must be sent with the booking form. The reference for the bank transfer is specific to the event and will be given on the booking form. This reference must be used to ensure your transfer is allocated to the correct event. A separate transfer is required for each event. If your application is unsuccessful, the event organiser or treasurer will contact you to request your bank details so that a refund can be given. Your bank details will be deleted from the UPAC bank account as soon as you confirm that you have received the refund.

How do I submit the booking form by email?

For some events, the booking form can be completed on your device and sent to the event organiser by email. If this is not given as an option on the booking form, the completed form must be posted or hand delivered. To complete the form electronically, download the form from the email and open it using suitable software (Microsoft Edge, Google Chrome and Apple Safari all work). Complete all the fields in the form, save the file and email it to the organiser, remembering to also make a bank transfer. A scan or photo of the hand-completed form can also be emailed but please make sure they are readable.

How will I know if my application for an event has been successful?

If you hear nothing from the event organiser, you can assume your application has been successful.

For events that involve travel, members will be sent confirmation of departure times and location, and any other relevant information for that trip approximately ten days before. This will usually be in the form of an email, but if you do not have an email address, it will be either a telephone call or letter. You will be asked to confirm you have received the information and to provide an emergency contact number – this should not be the person that you are travelling on the event with. There will be a contact number given if you need to contact the event organiser at the last minute on the day.

Please keep a note of contact details and event information.

If you do not get this confirmation by a week before the event please contact the organiser.

Why do you advertise some events so far in advance?

When we arrange events we have to obtain quotes from the Companies that are going to provide us with the services we require. Many Companies require a deposit before a provisional booking is confirmed. For some events we need a minimum number to make the event viable, so we need to know the degree of support well in advance so that we can confirm the booking.

Closing Dates

Sometimes, for whatever reason, you may not be able to decide on a trip until after the closing date. It is always worth making a telephone call to the event organiser after the closing date to enquire whether there are places available, as we do sometimes get last minute cancellations.

When will my cheque be cashed?

Cheques will not normally be cashed until after the event has taken place but occasionally there may be an exception. If an application is unsuccessful cheques will be securely destroyed after the

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organiser has contacted you to confirm this.

What happens if I have to cancel?

Our general policy is that the Association should not lose out financially from a member cancelling attendance for a trip. If you are unable to attend, please let the organiser know as soon as possible and an effort will be made to find a replacement attendee, but this cannot be guaranteed. If successful, only then will a refund be made. Unfortunately, Sharnbrook Mill Theatre are unable to offer refunds for their productions

Do I need Insurance?

Please note Personal Insurance for events for you and your guests is your own responsibility

Can I invite a guest to accompany me on an event?

Single members are entitled to bring one companion on an event unless it is a Unilever funded event. If an event is under-subscribed, it may be possible to bring guests. This will be the decision of the event organiser.

Any other questions?

Please contact the Events Secretary - events@colworthupac.co.uk