



THE VETERINARY ASSOCIATION OF ZAMBIA

(Established by Act No. 45 of 2010)

Kwacha House, Room 13, Cairo Road · P.O. Box 32117, Lusaka · admin@vaz.org.zm · +260 211 238720

REFUND POLICY

FINAL VERSION 1.0

Internal document name	VAZ Refund Policy	Version	1.0 (Final)
Custodian	Treasurer / Secretariat	Copy number	Master
Approved by	Executive Committee	Effective date	24 th April 2026
Supersedes	VAZ Fund Refund Policy (undated draft)	Next review date	Three (3) years from effective date

1. PURPOSE

This policy governs the eligibility, calculation, approval, payment and recording of refunds of monies received by the Veterinary Association of Zambia (VAZ). It is issued under the VAZ Financial Guidelines Manual (November 2025) and is read with that Manual, the VAZ Constitution and the VAZ Conflict of Interest Policy; any matter of financial procedure not addressed here is governed by the Manual.

2. SCOPE

2.1 Applies to every payment received by VAZ from a member, associate partner, corporate sponsor, exhibitor, student or external participant, in each of the categories listed in Section 5.

2.2 Does not apply to supplier payments, to staff imprest and advances (retired under Sections 13 to 15 of the Manual), or to unspent grant funds returned to a donor under a grant agreement.

3. DEFINITIONS

“Day” means a calendar day; **“business day”** means Monday to Friday excluding Zambian public holidays. **“Event date”** means the first day of the event, workshop, course or conference to which the payment relates. **“Notice period”** means the period from the date received up to, but excluding, the event date, counted in days or in business days as stated in the table below. **“Date received”** means the date the written request is date-stamped by the Secretariat; a request received after 17:00 hours or on a non-business day is treated as received on the next business day. **“Administrative fee”** means the non-refundable charge retained by VAZ to meet the cost of processing, expressed as a percentage of the gross amount paid. **“Bank charges”** means the actual transfer or reversal charges levied by the bank.

4. GENERAL RULES

4.1 Refunds are paid only by electronic transfer from the official VAZ bank account, to the person or entity that made the original payment and into the account from which it was made. No refund is paid in cash, to a third-party account, or by set-off against any other sum.

4.2 No refund arises unless the original payment is confirmed in the VAZ bank account and an official VAZ receipt was issued for it (Manual, Section 8.3).

4.3 Every refund is a payment of VAZ funds and is made on a payment voucher prepared in triplicate, supported by the written approval, the official receipt number and proof of the original payment (Manual, Section 7).

4.4 Refunds are computed and paid in the currency of the original payment. The administrative fee and bank charges are separate deductions: where a fee applies, bank charges are deducted in addition to it, and both are itemised on the notice of outcome. Bank charges and any exchange-rate difference are borne by the applicant, except where VAZ cancels an event under Section 6.

4.5 An amount is refundable once only, and no duplicate receipt is issued in support of a refund (Manual, Section 8.4).

5. REFUND ENTITLEMENT

5.1 The amount refundable is determined only by the table below, applied to the gross amount paid. The notice period runs from the date received, so the bands are continuous and no request falls between them.

Category of payment	Condition	Refundable	Administrative fee
Annual membership subscription	Any time after the subscription is processed and activated; benefits and voting rights vest on activation, and subscriptions fall due before 31 December for the following year (Manual, Section 21.3)	Nil	Not applicable
AGM and scientific conference registration	Notice period of 30 days or more	90%	10%
	Notice period of 15 to 29 days	50%	50% retained
	Notice period of 14 days or less, or non-attendance without notice	Nil	Transfer allowed under 5.2
CPD workshop, short course or symposium	Notice period of 7 or more business days	100%	Nil; bank charges only
	Notice period of fewer than 7 business days, or non-attendance without notice	Nil	Materials issued where available
Merchandise and publications	Not yet dispatched, and request made within 7 days of payment	100%	Nil
	Defective or incorrectly supplied, and returned unused in original packaging within 14 days of receipt	100%	Nil; return delivery met by VAZ
	Correctly supplied and not defective	Nil	Not applicable
Sponsorships, donations and research-grant contributions	Any circumstance, unless VAZ cancels the sponsored activity outright and no alternative is agreed (Section 6)	Nil	Not applicable
Duplicate, erroneous or excess payment	On verification against the receipt book, cash book and bank statement	100%	Nil; bank charges only

5.2 Transfer instead of refund. A registration that is not refundable may be transferred once, at no charge, to another person qualifying for the same registration category, on written notice received by the Secretariat not later than 3 business days before the event date. Any difference in fee is paid before the transfer takes effect, and a transferred registration is not afterwards refundable.

5.3 Credit alternative. An applicant with no refund entitlement may instead apply for a credit of the amount forfeited against the next equivalent VAZ event held within twelve (12) months. A credit is at the discretion of the Treasurer, is not transferable and is not convertible to cash.

6. CANCELLATION OR POSTPONEMENT BY VAZ

6.1 Where VAZ cancels an event, every registration is refunded in full, no administrative fee is charged, and VAZ bears the bank charges.

6.2 Where VAZ postpones an event, each registration transfers automatically to the new date. A participant unable to attend the new date may claim a full refund by written request received within 14 days of the notice of postponement; thereafter Section 5 applies to the new event date.

6.3 VAZ does not refund, and is not liable for, travel, visa, accommodation or any other cost incurred by a participant in connection with an event.

7. EXCEPTIONAL CIRCUMSTANCES

7.1 A refund outside Section 5 may be sought only on the grounds of severe illness or medical emergency, bereavement of an immediate family member, official national deployment, or refusal of a visa applied for in good time. Documentary evidence (medical certificate, death certificate or burial permit, deployment order or refusal notice) must reach the Secretariat within 14 days of the event date; a request without evidence is not considered.

7.2 The Executive Committee determines the request on the recommendation of the Finance Committee (Manual, Section 5.1) and may allow a refund of up to 100% less bank charges, or a credit under 5.3. The decision and its reasons are minuted.

7.3 A request under this Section does not suspend Section 5. If it is refused, the entitlement under Section 5 stands.

8. HOW TO APPLY

8.1 The applicant sends a written request by e-mail to the Secretariat (admin@vaz.org.zm), copied to the Treasurer, stating: full name and membership number; the transaction reference and official VAZ receipt number; the date and amount paid; the event or item; the reason; and the bank account details of the original payer.

8.2 The Secretariat date-stamps and acknowledges the request within 3 business days, enters it in the Refund Register, and verifies the payment against the receipt book, cash book and bank statement within a further 5 business days. If a

request is incomplete the Secretariat asks once for the missing information: supplied within 7 days, the notice period still runs from the original date received; otherwise the request lapses.

8.3 The Treasurer confirms that budgeted funds are available and computes the refundable amount under Section 5.

8.4 On approval under Section 9 a payment voucher is raised and the transfer is released under the signing arrangement in Section 9 of the Manual, signed by any two of the Chairperson, the Treasurer and the Secretary.

8.5 The Secretariat notifies the applicant in writing of the outcome, with the calculation and every deduction itemised, within 3 business days of the decision. Approved refunds are paid within 14 to 21 business days of the date of written approval.

9. APPROVAL AUTHORITY

9.1 No refund is paid without written approval at the level set out below. Approvals follow the payment procedure in Section 6 of the Manual and are filed with the payment voucher.

Refundable amount	Recommended by	Approved by	Decision due
Up to K10,000	Secretariat	Treasurer	10 business days from date received
K10,001 to K50,000	Treasurer	Chairperson	10 business days from date received
Above K50,000, and every request under Section 7	Finance Committee	Executive Committee	Next scheduled meeting, or 30 days, whichever is earlier

9.2 No officer recommends, verifies, approves or releases a refund payable to themselves. The limits apply to the amount computed as refundable, not to the amount originally paid.

10. CONFLICT OF INTEREST AND APPEALS

10.1 An officer, or a member of the Executive Committee or Finance Committee, who is the applicant or who has a personal, family or business interest in a request declares that interest in writing and takes no part in verifying, recommending, approving or releasing it. The recusal is minuted, in line with the VAZ Conflict of Interest Policy.

10.2 An applicant dissatisfied with a decision may appeal in writing to the Chairperson within 14 days of the notice of outcome, stating the grounds. The Executive Committee determines the appeal at its next scheduled meeting, and that decision is final.

11. RECORDS, ACCOUNTING AND AUDIT

11.1 The Secretariat maintains a Refund Register recording, for each request: date received, applicant, receipt number, amount paid, amount refunded, fee and bank charges retained, approval reference and date paid. Every refund is posted to the cash book, and the Register is reconciled monthly against the bank statement (Manual, Section 11).

11.2 Refunds paid and administrative fees retained are disclosed in the annual financial statements and reported to the Annual General Meeting.

11.3 Refund records are accountable documents: they are retained, made available to the external auditor, and not destroyed except under established accounting procedure (Manual, Sections 6 and 20). Tax treatment is as provided by the Zambia Revenue Authority (Manual, Section 16).

12. REVIEW AND ADOPTION

This policy is reviewed every three (3) years, or earlier as directed by the Annual General Meeting. It is approved by the Executive Committee and takes effect on the date of its adoption by the Annual General Meeting.

Approved and adopted for and on behalf of the Veterinary Association of Zambia:

Signature: 

Dr. Eugene C. Bwalya

President – Veterinary Association of Zambia

Date: 24/04/2026

Signature: 

Dr. Edwin Sianzinda

Treasurer – Veterinary Association of Zambia

Date: 24/04/2026