



Finance

Club & Society Committee Training

In this module we are going to cover...

- Introduction
- Club and Society Accounts
 - Grant and Non-Grant
 - Account codes
 - Financial statements
- Funding
 - Grant
 - Additional Grant
 - Friends' Trust
 - Sponsorship
- Expenditure
 - Payment request form
 - ROSA
 - Purchase request form
 - Invoices
 - Budget approval form
 - Charity fundraising
 - Contracts
- Income
 - Sales invoice request
 - Ticket request form
 - Cash
 - Refunds

Introduction...

In this section we'll cover:

- Our objectives
- Our expectations
- Your responsibilities

Our Objectives

- We provide you with a variety of training, including how to engage with the Union's financial processes – so you're **fully equipped** to carry out your role.
- We provide you with financial training and have robust processes in place in order to:
 - Protect **student activity**, and allow you to run and deliver activities independently.
 - Protect **you and your members** from financial and legal liability and risk.
 - Reduce financial risk to your **club or society**.
 - Reduce financial risk to the **Union**.
 - Ensure we adhere to our **charitable objectives**, in line with charity law.

Our Expectations

What we expect of you

- You should follow the procedures outlined in this training and on our website.
- Stay in touch with us! Respond to any emails we may send you, and let us know about any issues you spot as soon as possible.
- Meet the deadlines we set for you, and submit forms to us in good time.
- Have an annual budget, and keep detailed financial records over the year. This will help identify any potential issues early on.
- Check your account statement regularly.
- Ensure your funds are spent responsibly.

What you can expect of us

- We have dedicated staff on hand to answer your queries and provide you the support you need. You can email su.finance-activities@ucl.ac.uk or check our [drop in hours](#).
- We will make payments on your behalf, and process reimbursements for you and your members.
- We will keep you updated with key information throughout the year, and provide you with your account statement on our website.
- We also provide support in a wide range of areas including banking cash, charity fundraising and accessing a variety of funding.

Your Responsibilities

- Presidents and treasurers are responsible for ensuring your funds are spent **responsibly** throughout the year.
- Unless specified all Union forms should be **submitted by your president or treasurer only**.
- Before spending your funding, you should create a **budget** in advance. This might be for a large event, or for a specific purchase.
- Keep a **record** of any financial transactions you or your members make. This will help us track any potential issues.
- Try to submit your forms as far in **advance** as possible. If you have a large payment to make, it may take slightly longer to be approved, which can cause delays.
- We aim to respond to emails in **5 working days**, but this may be longer during busy periods such as the start of term.
- The Union holds a weekly '**Finance Panel**'. The Finance Panel consists of Union staff, the Union Affairs Officer or the Activities Officer. The panel meet **weekly** to review Budget Approval Forms, Purchase Request Forms and Grant Applications. You'll receive feedback from the panel via email.

Club and society accounts...

In this section we'll cover:

- Grant and Non-Grant
- Account codes
- Financial statements

Club and Society Finances

- All affiliated clubs and societies have an 'account' with the Students' Union. This isn't like a bank account which you can access with a debit card or account and sort code – but instead more like a pot of money specifically allocated to your club or society.
- Presidents and treasurers can use club and society accounts to:
 - Make purchases for your club or society.
 - Reimburse purchases under £200 made by your members on behalf of your club or society.
 - Receive and send payments to external organisations.
- In this module you'll find out more about how to use your club or society account.
- The Students' Union Finance Department is responsible for making payments and purchases on behalf of clubs and societies. Tanisha, our Finance Administrator (Clubs & Societies) is your dedicated point of contact for any specific enquiries you have.

The Students' Union Finance Department is located on the **2nd floor of 25 Gordon Street.**

If you have specific queries to do with your club or society finances, you can contact su.finance-activities@ucl.ac.uk.

Club and Society Accounts

- Your club or society account is split into two 'pots': grant and non-grant. These two pots are used for different types of funding and transactions.

Grant Account

- Each year clubs and societies can apply for funding from the Students' Union. If approved, this funding is allocated to your grant account.
- This is a 'grant' because you don't have to pay the money back – you can use it to fund your activities for the year.
- If you do not spend the money, it is reclaimed at the end of the academic year.
- You can only use grant funding for the specific purpose it is allocated to you for.

Non-Grant Account

- Any other income which your club or society may have will be allocated to your non-grant account.
- This includes membership fees, ticket sales and sponsorship.
- You can only use membership fees for core activity as outlined in your constitution.
- You may use the rest of your non-grant funds for both core and additional activities outlined in your constitution.

Club and Society Accounts

Income	Expenditure
<p>Grant</p>	<p>Grant</p>
<ul style="list-style-type: none"> Grant funds must be spent during the academic year in which they are awarded, and before July 31st. Grant funds will be allocated within 2 weeks of the request being approved by the Finance Panel. 	<ul style="list-style-type: none"> You can only spend grant funds on the specific activities they are allocated for. Example: Karate Club is awarded £500.00 grant funding. £200.00 of this is for venue hire and £300.00 of this is for coaching. This funding must only be spent on pitch hire and coaching. The amount awarded for each activity is also fixed – you would not be able to spend £400.00 of your grant funds on coaching. However, you could spend additional non-grant funds to cover the difference.
<p>Non-Grant</p>	<p>Non-Grant</p>
<ul style="list-style-type: none"> Any income you have in your non-grant account will remain in your account at the end of the year, and roll-over to the next academic year. 	<ul style="list-style-type: none"> You should only spend your non-grant funds on activities outlined in your constitution.

Finance Codes

- You will be able to access your funding in a variety of ways, which you'll learn more about in this training module. When completing our forms, you'll need to know how to 'code' your transactions. Students' Union finance codes are 10 digits long, and made up of three different types of code:

- Firstly, you will need a department code, made up of 2 letters.

	Grant	Non-Grant
Club	GC	NC
Society	GX	NX

- If you are fundraising for a charity, you should use the department code BZ instead. These funds must be held in a separate Union account due to charity law.

- Secondly, you will have a club or society code, made up of three letters.
- Presidents and treasurers will be emailed their club or society code.

- Finally, you will need a finance code, made up of 5 numbers.
- This finance code lets us know the type of income or expenditure (e.g. sponsorship or kit).
- You can find a full list of finance codes on the [Students' Union website](#). Bookmark this page!

Finance Codes

Example

- The Baking Society have submitted a Purchase Request Form to pay for travel for a tour abroad, using their non-grant funds.

1

Your department code specifies if the payment should be made from your grant account (G) or non-grant account (N), and if you are a club (C) or society (X)
e.g. NX

2

Your three letter club or society code represents your group
e.g. BAK

3

Your five digit finance code specifies whether the payment is expenditure or income, and the type of transaction
e.g. 99705

NX BAK 99705

Your Financial Statement

- Once you've completed your training and registration documents, you'll get access to check your financial statement online.

[Follow the instructions in this how-to-guide to view your statement](#)

- You'll be able to download a transaction list which will give you a breakdown of expenditure and income into your account which have been processed by the Finance team.
- Some funds (e.g. ticket sales) may take time to appear in your account, and so the funds shown may be different to the funds available in practise.

Information last updated and accurate as of: November 11th at 11:12am

Note: This information only includes transactions fully processed via the Union's finance system for this academic year, as of the 'last updated' date. Available funds may be different in practice.

Club details

Name	Musical Theatre Society
Club code	MUT
Email	uczxmus@ucl.ac.uk
President	uczxmus@ucl.ac.uk
Treasurer	uczxmus@ucl.ac.uk
Active	Yes
Affiliated	Yes

Summary for this academic year

Type	Income	Expenditure	Balance
Grant	3,000.00	0.00	3,000.00
Non-grant	3,000.00	1,288.26	1,288.26
Total	3,000.00	1,288.26	1,288.26

Grant income/expenditure

Finance code	Grant allocation	Expenditure	Balance
C&S Productions Costs	3,000.00	0.00	3,000.00
Total	3,000.00	0.00	3,000.00

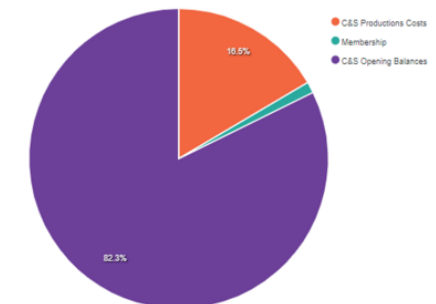
Export transactions

[Download transaction list](#)

Note: on the transaction export 'total' field, income is negative and expenditure is positive.

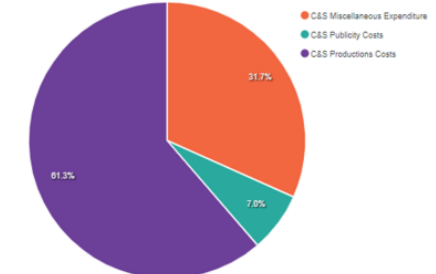
Charts for income and expenditure

Income



Category	Percentage
C&S Opening Balances	82.3%
C&S Productions Costs	16.5%
Membership	1.2%

Expenditure



Category	Percentage
C&S Productions Costs	81.3%
C&S Miscellaneous Expenditure	31.7%
C&S Publicity Costs	7.0%

Funding...

In this section we'll cover:

- Grant Funding
- Additional Grant
- Friends' Trust
- Sponsorship

Grant Funding

- Following the impact of the pandemic, we have adapted our grant funding process for 2021/22 to help ensure we can support as many clubs and societies as possible to run activities!
- You'll be able to apply for grant funding throughout the year through our [online webform](#).
- We encourage you to apply if your activities can't take place without this grant funding, or if you don't have sufficient **financial reserves**.
- Funding will be awarded on a case-by-case basis, and we will consider any **non-grant funds** available to you when reviewing each application.
- We'll also be providing you with an **annual budget template** which you can fill in to help plan your finances for the year. This will help you work out if you need to apply for grant funding, and how you can best use any funding you're awarded.
- Requests will be reviewed at the Finance Panel, where a decision on your application will be made by the **Activities Officer**.
- Please make sure to submit your request at least **10 working days** before you need the funds during term time. Outside of term time, please submit your request 3 weeks before you need the funds.

Grant Funding

- If your club or society is in **deficit**, you will not be eligible to apply for grant funding. In this instance please contact us and we will support you in bringing your club or society account back into surplus.
- If your request is approved, our Finance team will make the funds available in your club/society grant account. This can take up to **2 weeks**.
- The Finance Panel may award you **part of the amount** you have requested, or the **full amount**.
- You can apply as many times as you need, as long as your request meets the **criteria** outlined on the application form.
- You can make a purchase using a **combination** of grant and non-grant funding. When making your request, please specify exactly how much of the cost you would like covered from your grant funds.
- Grant funding can only be used for what it was **awarded** for. The expenditure code can be seen on your financial statement under the description.

What can you apply for?

- We will grant funding for a **specific event, activity or project**.
- Unfortunately we aren't able to approve funding for **catering or non-specific general costs**.

Grant Funding

- You can also apply for grant funding from the Students' Union to run activities which focus on the **welfare** of your members. This includes activities which:
 - Raise awareness of and support positive **mental health**
 - Improve student **wellbeing**
 - Support societies to deliver new **physical activity** initiatives
 - Promote an **inclusive** environment
 - Help include **underrepresented** student groups
- You can [apply for the Welfare Fund on the Students' Union website](#). Applications should be submitted by your **Welfare Officer**.
- Your application will be reviewed by the **Finance Panel**, and if approved the funds will be allocated to your grant account.
- Applications are limited to £150 per request. You can [find out more on the Students' Union website](#).

Friends' Trust

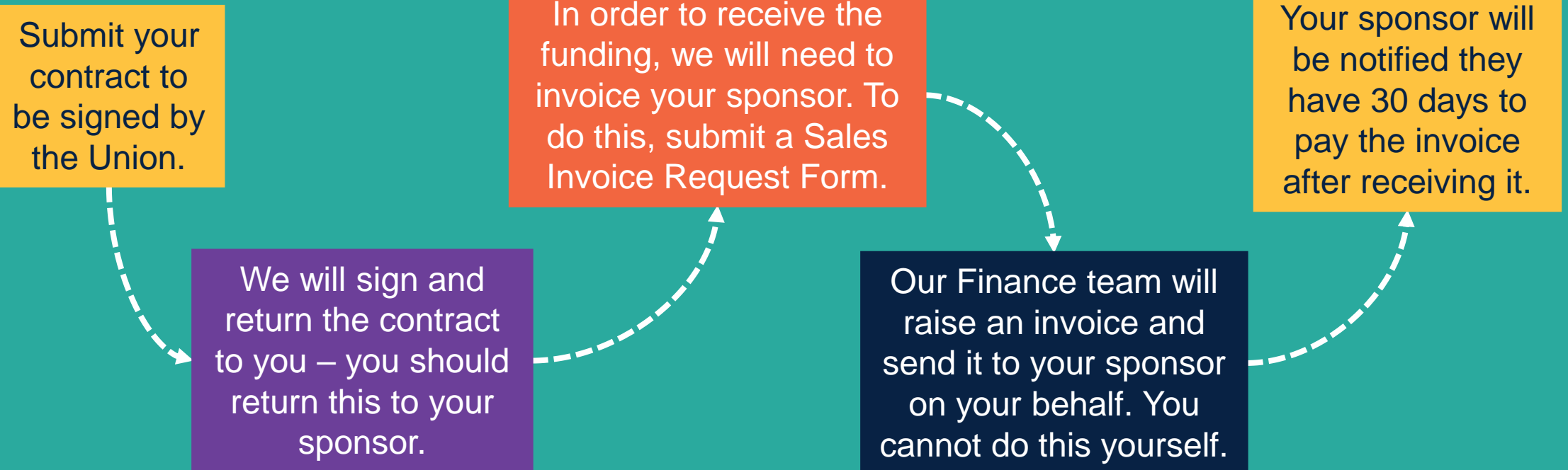
- Funded by UCL alumni, the UCL Friends' Trust awards funding to student groups at UCL for specific initiatives or equipment, in order to help enhance and encourage extra-curricular activity.
- Clubs and societies can apply to the Friends' Trust on the Students' Union website.
- Funding is awarded twice a year, in November and February. We'll email you to let you know when applications open and close.
- Friends' Trust funding can be used for a range of things, including:
 - Equipment
 - New initiatives
 - One-off activities
- Your application will be reviewed by members of staff from the Friends' Trust and the Union, including the Activities Officer. If your application is approved, the funds will be transferred into your non-grant account.
- If you're making a purchase using your Friends' Trust funds, you should use finance code 99336.

Sponsorship

- Clubs and societies can also apply for sponsorship from external organisations.
- External organisations may choose to provide your group with **funding** which you can spend on your activities. Some sponsors may alternatively provide **goods or services**, such as equipment.
- If a company chooses to provide your group with sponsorship, they will usually ask for some form of acknowledgement such as their logo on your merchandise.
- Sponsorship agreements should be outlined in a **contract**, signed by the external organisation and the Union. [You can find a template on our website.](#)
- Your contract may not be approved by the Union if it has terms we can't fulfil. For example, your sponsor may ask for a regular room booking on campus – but we can't offer this in exchange for sponsorship.
- Some companies are not eligible to provide sponsorship to clubs and societies. You can find out more about which companies are excluded [on our website.](#)
- You can find out more about drafting a sponsorship agreement [on our website.](#)

Sponsorship

- Once you have agreed sponsorship with an external organisation and have the contract signed by them, you should:



Expenditure...

In this section we'll cover:

- Payment request form
- Purchase request form
- Paying coaches and instructors
- Budget approval form
- Charity fundraising
- Contracts

Payment Request Form

- You can complete a [Payment Request Form online](#) if a member of your club or society has purchased a product or service for your club/society, and requires reimbursement.
- The Payment Request Form should only be submitted by current **presidents** or **treasurers**.
- When submitting a Payment Request Form, the individual being reimbursed should not submit the form. So if you're the treasurer of your club or society and you need to be reimbursed, the president should submit this form for you!
- Club and society members are allowed to spend **no more than £200** on products/services from their personal account per purchase.
- Remember to check if you have sufficient funds before making the purchase.
- You must provide all receipts related to the product or service you are seeking reimbursement for.
- Receipts should be itemised, and indicate proof of purchase. An itemised receipt clearly shows all the items which were purchased. Requests without proof of purchase cannot be approved.

Payment Request Form

So what is proof of purchase, or proof of payment?

- This is a document which is given to a customer as proof of full or partial payment for a product or service. You may be given a digital or physical copy of your receipt. You can provide us with a scan, photo or PDF of your receipt. Your proof of purchase needs to include:
 - The seller's **name** or logo;
 - The **date** the payment was made;
 - The **amount** paid;
 - The **product** or **service** purchased; and
 - Clearly indicate **payment** has been made (e.g. state "Paid" or "Payment Receipt").

Acceptable as proof of purchase:

- Itemised receipts
- Email confirmations detailing the amount paid
- Handwritten receipts on a headed letter
- Invoices clearly stating payment received

Not acceptable as proof of purchase:

- Screenshot of your bank transaction
- Invoices / Pro-Forma Invoices
- Handwritten receipts not on a headed letter
- Proof of purchase in a language other than English without a translated copy

Payment Request Form

Timeline for payment

- If you submit your Payment Request Form before 9:00am on Monday, the Finance team will review your request in the same week.
- If there are no issues with your request, it will be processed in the same week.
- In order to make payments, the Finance team processes a 'BACS run'. This is a digital system which makes payments directly from one bank account to another, in bulk.
- BACS runs are processed once a week for payment requests.
- The reimbursement will appear in your bank account 3 to 5 working days after the BACS run has been processed by the Finance team.
- The Finance team aims to reimburse you within 10 working days of your original request, but this may be longer during busy periods or if we need any further information.

Sports Club Travel Reclaims

- All TeamUCL sports clubs competing in **BUCS** or **LUSL** leagues are entitled to reclaim their travel costs for matches via the cheapest reasonable mode of transport. This includes:
 - Home fixtures outside of Zone 1
 - Away fixtures
- Claims should be submitted within 1 month of the fixture date.
- The Union will reimburse all travel costs **up to** the cost of a ticket purchased with a 16-25 Railcard, even where full price tickets have been purchased. We recommend purchasing a 16-25 Railcard if you plan to travel for fixtures.
- Travel reclaims for BUCS or LUSL matches should **not** be submitted through a Payment Request Form. You can find a detailed guide of [how to reclaim match travel expenses on our website](#).
- Any other travel reclaims which do not meet the guidelines for competing in BUCS or LUSL leagues (for both clubs and societies) should be submitted through the Payment Request Form.
- Sports clubs captains will be trained in more detail about how to use this system.

Purchase Request Form

- If you need to purchase an item or service which costs over £200, you should submit a [Purchase Request Form online](#). We will then be able to make this payment for you, so you don't need to make large payments from your personal account.
- Please submit this form a minimum of 10 working days before payment is due. For purchases over £2000, please submit your request as far in advance as possible.
- If you are making a purchase costing £200 or more, your request will only be processed after it has been approved by the Finance Panel. The Finance Panel meets once a week.
- The Finance Panel is a panel of Union staff and officers who review and approve financial forms for clubs and societies. Forms are approved in accordance with Union guidelines and the budget clubs and societies have available.
- If you are looking to make a purchase costing between £200 and £500 you must provide two informal quotes to demonstrate you have researched the best supplier.
- If you are looking to make a purchase costing over £500 you must provide two formal quotes to demonstrate you have researched the best supplier.

Purchase Request Form

- There are three ways we can make payments on your behalf, but **bank transfers** are fastest!

Paying an invoice by bank transfer

- Invoices must include the suppliers bank account details and contact details.
- There are two types of invoice:
 - Pro Forma Invoice – issued prior to goods or services being received.
 - Invoice – issued when goods or services have been received, or when a contract has been signed.
- If a company requires us to raise a Purchase Order (PO), you can submit a pro forma invoice and we will provide this directly to the company.

Credit Card

Purchasing an item over the phone

- Please provide as much detail as possible, including a detailed description of the product.
- If you have a specific point of contact, please provide their name and contact details.

Purchasing an item online

- Please provide a link to the exact product you would like to purchase.
- If you have an online account for the website, you may provide us with your log in details so we can make the purchase through your account. If you chose to do this we recommend setting up a temporary password to share with us.

For credit card payments, you may be asked to book a meeting with a member of staff to process the payment!

Purchase Request Form

£0 - £200	£200 - £500	£500 - £2000	£2000 +
<p>You can either submit a Purchase Request Form and we'll make the payment for you, or alternatively, you can buy the item yourself and submit a Payment Request Form to be reimbursed.</p>	<p>You should submit a Purchase Request Form. Goods and services over £200 must be approved by the Finance Panel. You must provide two informal quotes for purchases between £200 and £500.</p>	<p>You should submit a Purchase Request Form. Goods and services over £200 must be approved by the Finance Panel. You must provide two formal quotes for purchases over £500.</p>	<p>You should submit a Purchase Request Form. Goods and services over £200 must be approved by the Finance Panel. You must provide two formal quotes for purchases over £500. The Activities Officer must approve purchases over £2000.</p>

Purchase Request Form

Timeline for payment

- Purchase Request Forms are processed on a weekly basis. Purchase Request Forms for £200 or more are reviewed by the Finance Panel before being processed.
- If you submit your Purchase Request Form by 9:00am on Tuesday, the Finance Panel will aim to review your request the same day.
- If there is no further information required, your request can be approved and passed to the Finance team for payment.
- Remember, purchases over £2000 must be approved by the Activities Officer, so these can take longer to process. Please try to submit them as far in advance as possible.
- Invoices will be paid through a BACS run, which the Finance team runs weekly.
- Online purchases and phone payments are made using a credit card. You may be asked to drop in to the office to make these payments with a member of staff.
- The Finance team aims to complete purchase requests within 2 weeks of approval.

Paying Coaches and Instructors

- If you have a coach or instructor, you must first [register them following our guidance online](#).
- The forms you need to submit are **different for clubs and societies**, so please expand and read through the relevant sections on our website.
- You should submit your coach/instructor invoice through the **Purchase Request Form**, by the final day of each month.
- Your coach/instructor will then receive payment within 2 to 4 weeks via a **BACS transfer**.
- If you don't submit the invoice to us **in time**, it will be processed the following month instead. This can have a huge impact on your coach or instructor!
- Invoices must be submitted **no later than 2 months** after the work has been completed.
- We will **not accept** invoices on a termly basis or pay for coaching or instructor fees in advance of sessions.
- You can only pay a coach/instructor for services that they have undertaken within the time period they have been **registered** with us.

Paying Coaches and Instructors

- Coach and instructor invoices should be addressed to:
 - Student's Union UCL {Club/Society}, 25 Gordon Street, London WC1H 0AY.
- Invoices must include:
 - payee name
 - address
 - contact email address
 - bank name and account details
 - a dated, hourly break-down of all chargeable hours for the respective invoice period
 - the statement 'I am self-employed and I am responsible for any tax or National Insurance liability'.

Make sure to expand and read all the sections of our how-to-guide online!

▼ Societies

▼ Sports Clubs

▼ Paying your Coach/Instructor

Which form should you use?

Payment Request Form	Purchase Request Form	Travel Reclaim
<ul style="list-style-type: none">● Submit this form if you have already purchased something for your club or society and need to be reimbursed.● Remember you should not spend more than £200 from your own account, and you should check you have funding available before making the purchase.● If you need to purchase something that costs more than £200, submit a Purchase Request Form instead so we can make the purchase for you.	<ul style="list-style-type: none">● Submit this form if you would like the Union to make a purchase on your behalf.● This can be for any amount of money. We can make purchases online, over the phone, or pay invoices by bank transfer.	<ul style="list-style-type: none">● If you are travelling to a BUCS or LUSL match, you can reclaim travel expenses through the Travel Reclaim process.● If you would like to reclaim for any other type of travel, submit a Payment Request Form instead.

Budget Approval Form

- You will need to submit a [Budget Approval Form online](#) if you are proposing an event with an expenditure of £200 or more, or if you are raising money for charity.
- Please submit this form a minimum of **10 working days** before your event.
- This form can only be submitted by a club or society president or treasurer.
- Your budget must either make a profit or break even.
- Your budget must include a **contingency** figure of **15%** of your total predicted expenditure. This will help to cover any unexpected costs that may arise during your event.
- Your Budget Approval Form must be approved by the Finance Panel before your event can go ahead, before any purchases are made and before you publicise your event.
- Once your Budget Approval Form has been approved, you can submit a payment request form for reimbursement of purchases you have made, or a purchase request form to request purchase of goods or services.

Budget Approval Form

Timeline for submission

- Depending on the scale and complexity of your event, you may need additional support with planning and organisation. We recommend submitting your form according to the timelines below, to ensure we are able to provide you the support you need in advance of your event.

Timescale	Type of Activity
8 weeks +	Sports club tour, large scale conference, cultural show, trips abroad
6 weeks +	Club or society ball or large scale event outside UCL
4 weeks +	Large speaker event or dinner on campus, with UCL catering
2 weeks +	Socials, education workshops, small speaker events etc.

Charity Fundraising

- Students' Union UCL is a registered charity, and therefore cannot donate money directly to another charity (as this would be in breach of charity law).
- Clubs and societies can however fundraise on behalf of other charities, if you have a charity permission letter. If you are fundraising for a charity, you should submit a [Budget Approval Form online](#), where you can upload your charity permission letter.
- A charity permission letter must include:
 - The name of the charity
 - Their UK charity registration number
 - The name of your club or society
- The letter should also be dated recently, and include some information about the type of fundraising you are carrying out.
- The charity should be listed on the [Charity Commission Website](#).

Charity Fundraising

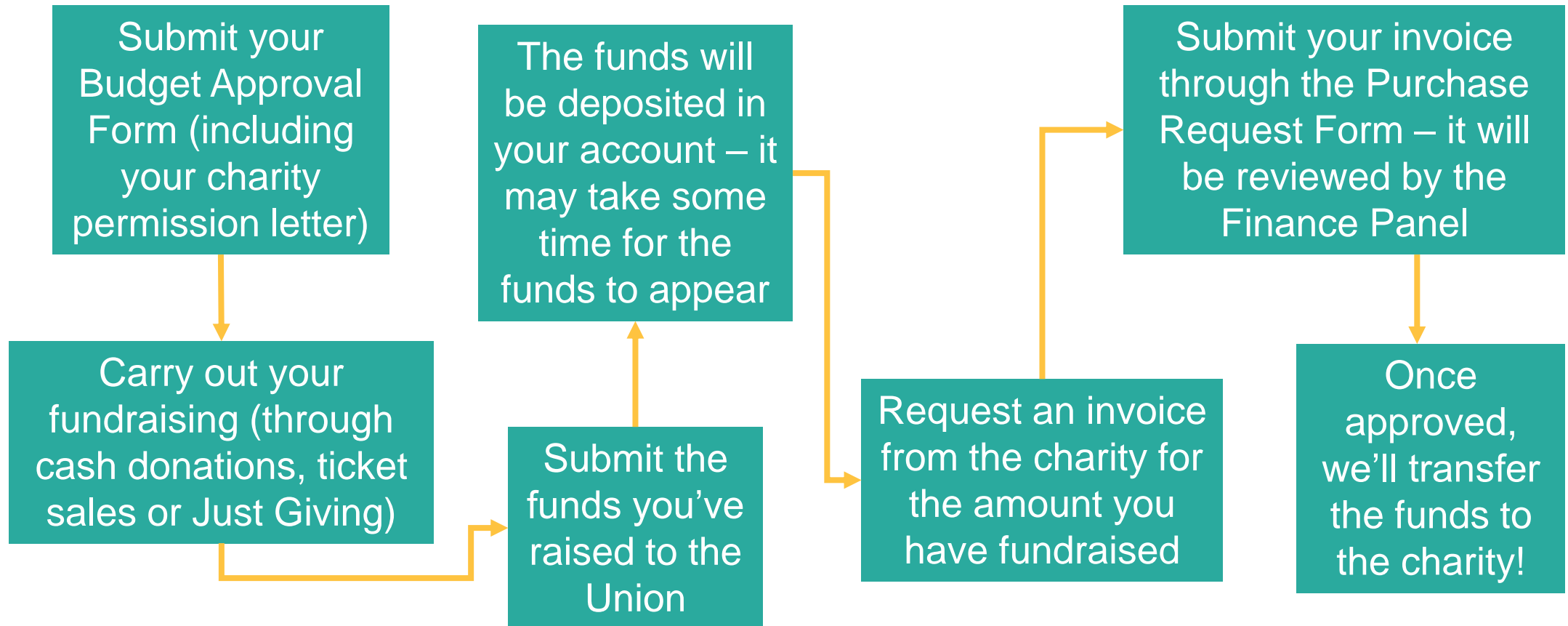
- There are three ways your club or society can collect money for other charities.

- **Cash donations:** You can ask for cash donations. This could for example be through a bucket collection, or through cash sales from a bake sale! Remember if you're handling cash, it's really important to store it safely and keep clear and accurate records. Please deposit any cash you have at the Student Activities Reception as soon as practically possible.

- **Ticket sales:** You can raise money by selling tickets on the Students' Union website. Please submit a Ticket Request Form, and the funds raised will go directly to your club or society account.

- **Just Giving:** We have our very own Students' Union UCL Just Giving page, and we can create a page for your club or society linked directly to our page. This means any funds you raise can be withdrawn from Just Giving to your club or society account. Please email su.finance-activities@ucl.ac.uk before setting up a Just Giving page, and we'll be able to give you all the relevant details and help you set your page up.

Charity Fundraising



Contracts

- You may receive a contract related to a purchase you are making (such as venue hire), or income you are receiving (such as sponsorship).
- **If you receive a contract you must not sign it yourself, otherwise you will be personally liable!** This means you would take on the legal and financial risk of the contract.
- You should submit contracts to be signed by the Students' Union by [through our online webform](#).
- Contracts will be signed by the Activities Officer or a Union manager on behalf of your club or society, and sent back to you.
- Payments related to contracts will not be made until relevant contracts are signed by all parties.
- Try to submit your contract to us as soon as possible. We often have a high volume of contracts to sign which can cause delays.

Contracts



Income...

In this section we'll cover:

- Sales invoice request
- Ticket request form
- Cash
- Refunds

Sales Invoice Request Form

- If you need to **receive** funds from another organisation, we can send them an **invoice** on your behalf. If you would like us to raise an invoice on your behalf, please submit a [Sales Invoice Request Form](#).
- You'll most often use a Sales Invoice Request Form if you need to **receive sponsorship** from an external organisation.
- Before we can process your Sales Invoice Request, you'll need to have a signed **contract** in place. Please submit your contract to us as soon as possible so it can be signed by the Activities Officer before we process your Sales Invoice Request!
- The Finance team will raise an invoice on behalf of your club or society, and submit it to the company or organisation **directly**. They will then have 30 days to pay the invoice.
- Once payment is received, funds will be deposited into your **non-grant** account.

If you don't have a contract in place, you can include **evidence** of your agreement instead. Evidence can be an email or headed letter from the third party, and should clearly state:

- The third party have agreed to pay the amount requested.
- The full amount to be paid in GBP (or the conversion rate should be provided).
- A main contact for the company/organisation (full name and email address).

Ticket Request Form

- You can sell tickets for an event, or for a product (such as sports kit) on the Students' Union website
 - We can set these tickets up for you – all you need to do is [submit a Ticket Request Form online](#).
 - If you are requesting tickets to sell sports kit, please refer to our [how to guide on ordering kit](#) before submitting this form.
 - If you are requesting tickets for an event, you must create an event on the What's On Calendar before submitting this form. You will be prompted to provide the URL to the event page when completing the Ticket Request Form. Please refer to our [how to guide on creating an event on the what's on calendar](#) for more information.
 - It's important to select the right 'type' of ticket when completing the form, because you'll see different options based on this answer.
- If you are requesting tickets for an event where you will be spending £200 or more, you will need to submit a Budget Approval Form first.
 - In this case, your Ticket Request Form will not be approved until your Budget Approval Form has been approved by the Finance Panel.

Ticket Request Form

- Unless agreed by the Finance Panel, clubs and societies cannot use external ticketing websites such as Eventbrite. This is because:
 - The profits from ticket sales must be transferred from the external website to your Union account. There can be delays in the company transferring the funds, and funds may not be attributed correctly.
 - Some ticketing websites take a percentage of your sales.
- Using the Students' Union website ensures all ticket sales are deposited directly into your club or society non-grant account, and ensures financial transparency.
- Once your ticket is set up, you'll be able to see and download a list of people who have purchased tickets for your event! We can also provide this access for other members of your committee, who may be helping to organise the event.
- Cash door sales are allowed for events where the ticket costs £10 or less. When selling cash tickets on the door of an event, you must:
 - Keep an accurate record of purchases including attendees name, number of tickets purchased and price.
 - Store the cash safely.
 - Deposit the funds at the Student Activities Reception as soon as possible after your event.

Processing Cash

- You may sometimes have to process cash payments for tickets, or receive cash if you are fundraising through a collection for a charity.
- Where possible, we recommend minimising the use of cash as there is risk you may not be able to store and deposit it safely. For example, can you set up an online ticket instead of selling on the door?
- If you are selling tickets for an event on the door, you may need to provide attendees with change. You can request a 'float' from the Students' Union for this. A float is a sum of cash in a variety of denominations which you use to give change. After your event, you must return the whole value of the float to the Students' Union.
- Always store cash safely. A portable cash box can be a suitable solution. You should not store cash in your club or society storage space.
- Once you have deposited any cash you have collected, the Students' Union Finance team will pay it into your club or society account.
- Remember to keep an accurate record of any cash you collect!

Processing Cash



Ordering Cash

- Email su.activities@ucl.ac.uk 10 working days before you need a float. Let us know how much your ticket will cost, and the value of the float you would like to request.
- We will prepare the sum you need for collection, and email you to let you know when it's ready.
- You will need your UCL Student ID to collect the float from the Student Activities Reception.



Depositing Cash

- You can deposit cash at the Student Activities desk between:
 - 10am – 1pm
 - 2pm – 4pm
- It will be processed by the Finance Administrator (Clubs & Societies).

Refunds

- You and your members can request a refund by completing a [Refund Request Form on the Students' Union website](#).
- Students can request refunds for club or society membership, or tickets purchased through the Union website. The individual requesting the refund must submit the form. Refund requests should be submitted within 30 days of purchase.
- Once a request has been submitted, we'll email you to ask if you're happy to approve the refund.
- If the refund request is approved, it will be passed on to our Finance Team for processing. It may take up to three weeks for a refund to appear in the individual's account.
- If you don't approve of the refund request, we'll put you in touch with the student so you can discuss further options. If the student would still like to request a refund, they may appeal to the Activities Officer who can decide on whether the refund should be allowed or not.
- We are also able to process mass refunds – for instance if you've cancelled an event and need to refund all ticket holders. Get in touch by email and we'll be able to help further.

Quiz!

Please complete the following quiz to register your completion of this training module.