**Cancellations Policy**

Camps and Events

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**Policy Owner –** Sarah Rands – Group Lead Volunteer

**Date of Policy –** February 2024

**To be Reviewed;** Every 12 months

**Version - 1**

**Policy Applicable to:** All Leaders including Trustee Board Members, Young Leaders, Volunteers, Suppliers, Contractors and members of the Public who are involved with 1st Topcliffe Scout Group.

 **In Brief**

This policy outlines how cancellations are dealt with and the impact on any refunds which may or may not be possible.

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# Version Control

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# Who are we?

# Our Scout Group, 1st Topcliffe Scout Group, is a youth charity. Our mission is to actively engage and support young people in their personal development, empowering them to make a positive contribution to society. From this point on 1st Topcliffe Scout Group will be referred to as “we” or “the Group” or “1st Topcliffe”. We are incorporated by royal charter and are regulated as a member of The Scouts Association in the United Kingdom. We hold an annual general meeting (AGM) every year. This is where members of the trustee board are elected. Any parent, guardian or carer of a youth member can volunteer to be on the trustee board at the AGM. Every parent, guardian or carer also has the right to attend the Annual General Meeting.

# Introduction

There are two categories of cancellations which will affect camps and events.

 Cancellation by 1st Topcliffe Scout Group

 Cancellation of the participant (withdrawal)

**Cancellation by 1st Topcliffe Scout Group**

There are many reasons why we as a group may have to cancel camps or events and sometimes at short notice.

 Severe weather, making the event unsafe

 Campsite or accommodation is cancelled

 Third party travel agents cancel the booking

 Illness of Leaders organising the camp or event

 National lockdown or similar restrictions preventing the camp or event from running.

Often the reasons for cancellation will be outside the control of the Group.

In all cases the Group will advise participants and their parents/carers as soon as is possible when a camp or event has to be cancelled.

The notice period will be dependent on the circumstance surrounding the cancellation.

If the Group reschedules the camp or event all bookings will be carried forward to the new date.

**Refunds**

* Where a travel company is involved, we will ensure the best insurance cover is obtained and seek to recover any costs from the cancellation from the insurer and pass this on to participants.
* Where a camp or event is rescheduled, and the participant can no longer attend on that day a full refund will be provided.
* Where the camp or event cannot be rescheduled a refund will be made to all participants from the funds remaining less any costs incurred, this may mean that no refund is possible.

**Cancellation (withdrawing) by a Participant**

Individuals may withdraw from a camp for several reasons:

* Double booked inadvertently
* Illness (including self isolation)
* Bereavement or other family emergency
* Nerves/ anxiety, particularly as the departure day approaches

In most instances withdrawal from an activity will always mean that the participant loses any deposit paid. Additionally, where the deadline has passed it may not be possible to refund the balance either. Refunds will be considered on a case-by-case basis.

However, the Group will always endeavour to return as much as possible to any participant who withdraws from a camp or event.

* If the participant withdrawing from the camp or event can be replaced by someone from a reserve list or someone who wishes to join late then the full amount will be refunded (including deposit) as the replacement will be paying the full cost.
* If the participant is withdrawing from a camp or event because of illness or bereavement or other welfare issue then we will try to look sympathetically on making a full refund, this will be at the discretion of the Group. The Treasurer and Group Scout Leader will consult with the parent and leader in charge.
* If there is a surplus at the end of the camp or event, the group will review the case of anyone who has withdrawn and will endeavour to refund what it can from the surplus. As a result, there is no guarantee that a full refund will be given to anyone withdrawing from a camp or other event/ activity.