



## Camps and Events Cancellation Policy


Approved by Executive Committee: 20<sup>th</sup> September 2022

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### Version Control

Version	Author/ Editor	Release Date
1.0	David Thorne	19 <sup>th</sup> July 2021
2.0	Annie Bennett	12th September 2022

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## Introduction

There are two categories of cancellations affecting camps and events:

1. Cancellation by the Group (the organiser).
2. Cancellation (withdrawing) by a participant

This policy details how cancellations will be dealt with in these scenarios and the impact on any refunds which may or may not be possible

## Cancellation by the Group

Events may be cancelled for a number of reasons:

- Third party travel agent cancels the booking
- A District, County or HQ organised event is cancelled
- Campsite or other accommodation is cancelled
- Severe weather making the event unsafe
- Illness of staff organising the event
- National lockdown or similar restrictions preventing the camp or event from running
- Lack of support making the even non-viable

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, but 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 District, County or HQ event is cancelled their own cancellation policy will be applied, however where monies have already been paid, we will endeavour to gain the best refund we are able for our own 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

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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. The following process will be followed:


- 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 in the person of the Treasurer and Group Scout Leader in consultation with the parent and leader in charge.
- If withdrawing outside the above circumstances and 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.
- While we are unable to guarantee that a refund will be given to anyone withdrawing from a camp or other event/activity we will consider each request carefully and give a full explanation of our decision.
- If withdrawing from a District or County event their prevailing policy will be applied.

## Expectations

Some sites and activities will have been booked by the Group in advance on the basis of numbers participating (signed up) and altering those numbers is often limited to a time frame dictated by the site or the organisers in the case of externally organised events.

While we fully understand that circumstances which are beyond the control of participants, parents and the Group, we do ask that as much notice as possible is given when withdrawing from an event or activity,

Please consider carefully if your child is likely to withdraw from an event and carefully check their commitments around the time it is scheduled for before signing up. If you feel your child needs extra support or reassurance about an event please contact their section leader or the Group Scout Leader. We would rather support them through the process than they miss out.

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