

1st Emsay and Eastby Scouts – cancellations and refund policy

The purpose of this policy

This policy is to make clear the process surrounding payments, cancellations and refunds for Scout events.

Payments

- Payment is due by the published payment date or agreed payment schedule. If payments are not received, the Group reserves the right to cancel the booking. In this event, any monies already paid will not be refunded.

Event cancellation

- On occasion, we may have to cancel an event due to circumstances beyond our control. If an event must be cancelled or rescheduled, we will communicate to attendees as soon as possible.
- If adverse weather conditions mean an event must be cancelled, we will endeavour to provide at least 24 hours' notice.
- We will always attempt to find an alternative date to reschedule any event that is cancelled. All bookings will be carried forward to the new date.
- Should an event be cancelled and not rescheduled, we shall refund payments already received. The same shall apply if an event is rescheduled and an individual is not able to attend the rescheduled date.

Withdrawing from the event

- If an individual can no longer attend, replacement attendees will be accepted at the discretion of the group's leadership team. It should not be assumed that such requests can be accommodated, particularly those submitted at the last minute.
- Should an individual need to withdraw from an event due to unforeseen medical / welfare issues, a refund may be processed at the sole discretion of the group's leadership team. Please contact gsl@1stembsayandeastby.org.uk in this instance.