

Cancellation Policy

Camps and Events

Policy Owner - Rebecca Lincoln – Group Scout Leader

Date of Policy – March 2022

To be Reviewed; Every 12 months

Version - 1

Policy Applicable to; All Leaders including Committee members, Young Leaders, Volunteers, Suppliers, Contractors and members of the Public who are involved with 2nd Acomb (St. Stephen's) 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.

Contents

Who are we	1
Introduction	2
Cancellation by 2 nd Acomb	2
Cancellation by a participant	3
Cancellation of a Redmire Station House booking	3

Who are we?

Our Scout Group, 2nd Acomb (St. Stephen's) Scout Group, known as 2nd Acomb Scouts, 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 2nd Acomb (ST. Stephen's) Scout Group will be referred to as "we" or "the Group" or "2nd Acomb Scouts". We are incorporated by royal charter and are regulated as a member of The [Scouts Association](#) in the United Kingdom.

We are also registered with the Charity Commission and our registration number is **524830**.

We hold an annual general meeting (AGM) every year.

This is where members of the charity executive committee (our trustees) are elected. Any parent, guardian or carer of a youth member can volunteer to be on the executive committee at the AGM.

Every parent, guardian or carer also has the right to attend the Annual General Meeting.

We are based at The Scout Hut at the rear of Acomb Parish Church Hall, Front Street Acomb, York, YO24 3BX.

Introduction

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

- ✿ Cancellation by 2nd Acomb (St. Stephen's) Scout Group
- ✿ Cancellation of the participant (withdrawal)

Cancellation by 2nd Acomb (St. Stephen's) 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

Cancellation of a stay at Redmire Station House (by Redmire)

Redmire Station House may cancel a booking for a number of reasons:

- Unexpected maintenance to the building
- National lockdown or similar restrictions preventing the camp or event from running.
- Severe weather, making the area unsafe

In the event Redmire cancels a booking then a full refund will be issued but no incurred costs, losses or damages will be covered.

Cancellation of a stay at Redmire Station House (by Hirer)

Hirer's may cancel a booking for a number of reasons:

- Double booked inadvertently
- Illness (including self isolation)
- Bereavement or other family emergency

If the booking needs to be cancelled by the Hirer, no refund will be issued, however if the Booking Secretary via redmirestationhouse@gmail.com is informed with adequate notice, they will try and fill the place with another hirer and return the payment on a best endeavours' basis.