

Cancellation Policy

Purpose

This policy explains how 2nd Acomb (St. Stephen's) Scout Group deals with cancellations.

Applies to

All Leaders including Trustee Board Members, Young Leaders, Volunteers, Suppliers, Contractors and members of the Public who are involved with 2nd Acomb (St. Stephen's) Scout Group.

Summary

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

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Version control

Version	Author	Role	Release date
1.0	Becky Lincoln	Group Scout Lead Volunteer	01 March 2022
2.0	Becky Lincoln	Group Scout Lead Volunteer	01 March 2023
3.0	Becky Lincoln	Group Scout Lead Volunteer	01 June 2023
3.1	Becky Lincoln	Group Scout Lead Volunteer	07 July 2025

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, such as:

- 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 may or may not be possible:

- 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, which may mean that no refund is possible

Cancellation (withdrawing) by a participant

Individuals may withdraw from a camp for a number of reasons, including:

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

Withdrawal from an activity will 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, who is paying the full cost, the full amount may be refunded (including deposit)
- If the participant is withdrawing from a camp or event because of illness or bereavement or other welfare issue, The Group will try to look sympathetically on making a full refund. The Treasurer and Group Scout Lead Volunteer 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
- However, as circumstances can be extremely varied, 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, such as:

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

If payment of the final balance isn't received by the due date, the booking will be cancelled and the deposit will be retained by Redmire Station House.

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

Hirers 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 bookings@redmirestationhouse.co.uk is informed with adequate notice, they will try and fill the place with another hirer and return the payment on a best endeavours basis.