

20th Sheffield Scouts Refund Policy

1. Subs payments are not refundable.
2. Tickets for fundraising events (such as the bonfire, gang show or quiz nights) are not refundable.
3. The remainder of this policy applies to all camps, weekend and day activities (Activity) operated by 20th Sheffield Scout Group or EXU Explorer Scout Unit (the Group), that commence after 1 September 2022.
4. For payments taken using OSM & GoCardless the fees charged by OSM & GoCardless (circa 3%) will only be refunded if the Group has collected a payment in error. They will not be refunded in any other circumstance.
5. If you cancel a booking, up-to 10 days before the Activity we will refund the total paid less the cost of:
 - a. Any GoCardless Fees.
 - b. Any accommodation, transport or third party activities booked.
 - c. Any resources/consumables paid for.
6. If you cancel an Activity 10 or less days before the Activity commences no refund will be provided.

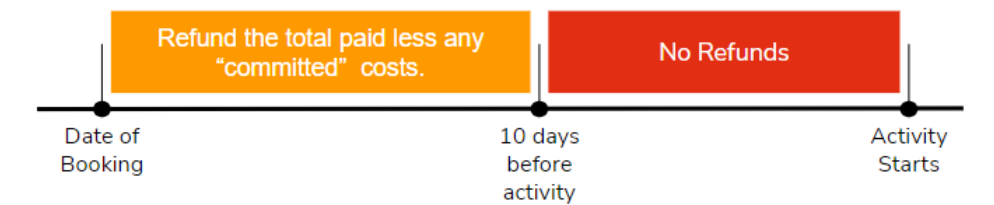


Figure 1 Timeline illustrating points 5 & 6

7. i) If the Group cancel an Activity we will refund the total paid less the cost of:
 - a. Any GoCardless Fees.
 - b. Any accommodation, transport or third party activities booked, that can't be recovered from suppliers.
 - c. Any resources/consumables paid for, that cannot be recovered from suppliers.

ii) In this circumstance refunds will only be made once the Executive Committee is satisfied that every effort has been made to recover funds from our suppliers, this may delay the payment of the refund.
8. For all refunds the amount to be refunded will be calculated by the leader in charge of the Activity (in consultation with the Group Treasurer) and approved by the Group Treasurer.
9. Where refunds could have a significant impact on the finances of the group, for example causing an Activity to operate at a loss, the Executive Committee must authorise refunds.
10. All refunds will be made by the Group Treasurer (normally by bank transfer).
11. All Scouting activities are run in-line with the Scout Association Policy, Organisation & Rules and are covered by our insurers Unity. Parents should consider if they wish to take out their own travel Insurance policies to cover costs in the event of an incident or activity being cancelled.