



## **Cancellation (Refunds and Deposits)**

Requests will only be considered once the event has concluded and all expenses have been received for payment.

### **Fees**

The fee for an event will be set in line with Girlguiding Buckinghamshire's budget requirements.

### **Deposit**

A deposit is the amount of money paid to secure a place at an event and is non-refundable.

- Each deposit rate will be different as the deposit for the event will be set at a level to cover the set up and administration charge.
- Until a deposit is paid, a place at the event will not be allocated

### **Balance**

The balance is the residual amount of money due to Girlguiding Buckinghamshire for an event after the deposit is accepted.

- Guaranteed acceptance at an event will not be given until the balance is paid in full. Once full payment is received a confirmation will be issued to the member(s)
- All event balances will be paid four weeks before the event.
- Reminders will be issued to members one week before balances are due
- Where bookings are made after the closing date, payment must be made in full prior to attendance

### **Refunds**

The balance of your fee may be refunded where

- A member's medical condition changes after paying the event balance due to Girlguiding Buckinghamshire, which renders them unable to participate in less than 50% of the activities (including domestic arrangements) on offer. For any such claim a member will need to provide supporting documentary evidence from medical professionals, i.e. GP and/or Consultants



The balance of the event fee will not be refunded where:

- Due to a members physical or mental condition they should not have applied for the event or it would have been reasonable for them to have consulted their medical practitioner, prior to booking or attending an event
- A member fails to attend an event and does not meet the criteria
- A claim is made against a pre-existing medical condition at the time of the booking
- A member elects to undergo non-urgent medical treatment after booking for an event.
- A formal request has not been received as detailed above.

Under no circumstances will non-refundable deposits be reimbursed. This is because Girlguiding Buckinghamshire sets deposits at a level to cover the set-up and administration charges for an event and to refund such deposits would mean the County could incur costs.

### **Cancellation by the County**

Girlguiding Buckinghamshire reserves the right to modify or cancel events should unforeseen circumstances arise. In the event of such cancellation a full refund of the amount paid will be made to participants.

### **Glossary**

Event - any meeting/event/occasion where a fee is levied.

Member - for the terms of this document, 'member' means an individual (guiding or non-guiding) who has been elected to take part in an event run through a Girlguiding Buckinghamshire member.