

Camp and Events Payments Policy

This policy outlines the payment terms and conditions for events and camps organised by the Scout Group. All payments are to be made via Online Scout Manager (OSM) unless otherwise specified.

Event Sign-up

By signing up for an event or camp, you are agreeing to pay the charges that have been outlined. A place is not confirmed until a deposit or full payment has been received.

If your deposit or full payment is not received by the appropriate deadline, your child's place may be withdrawn and offered to another participant.

Cancellation by you - Events

If your child is unable to attend an event for which they are booked, please notify us as soon as possible.

Refunds:

- If the Scout Group is able to allocate your child's place to another participant, a refund may be issued minus a 10% handling fee to cover banking and OSM processing costs.
- If the place cannot be filled, refunds may not be possible.

Cancellation by you - Camps

If your child is unable to attend a camp for which they are booked, please notify us as soon as possible.

For all camps a portion of the fees are non refundable

- 25% of any camp fees are non-refundable deposits.
- Deposits become 50% non-refundable if cancellation occurs up to four weeks before the start of the camp.
- The full amount becomes non-refundable if cancellation occurs less than four weeks before the camp.
- If there is a balance at the end of the camp, and subject to agreement by the section's team leader, a refund may be issued minus a 10% handling fee to cover banking and OSM processing costs.

Cancellation by the Scout Group

If the Scout Group is unable to complete an order or cancels an event:

- We will endeavour to provide a full refund where possible, please note these may be less than a 10% handling fee to cover banking and OSM processing costs.
- If the cancellation is due to a third-party service provider, we will make every effort to recover funds and refund unspent money. However, some costs may be non-refundable i.e. banking fees.

Overdue Payments for Events and Camps

If event or camp payments are overdue by 30 days, the group may withhold future invitations for camps or events for your child until the payments are settled.

Outstanding Payments and Refunds

If a parent or carer owes money to the group for membership fees or other events, this amount will be deducted from any refunds requested for that member or their siblings.