

Events Cancellation Policy

Overview

This policy outlines 1st Holgate Scout Group's financial processes around the cancellation of events.

Version Control

Version	Author	Date	Reason for Change	Approved
1	Chris Rodaway	16-Nov-2024	Drafting for Trustee Approval	📅 Date
2.0	Jackie Armitage	25/3/2025	Amends completed at Trustee meeting	25/3/25

Review

This document will be reviewed at least annually to confirm it still fulfils the group's needs. The next review is due a year from the last update.

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Background

1st Holgate Scout Group is fortunate to operate many camps and activities throughout the year, with great attendance from our Young People. However, sometimes it is not possible for an event to run or for a young person to attend. This policy outlines our financial processes in the event this should happen.

There are three categories of cancellations affecting camps and events:

1. Cancellation by 1st Holgate Scout Group
2. Cancellation by other Scouting Body (District, County, National etc.)
3. Cancellation (withdrawing) from the participant

Throughout this policy, the term 'event' refers to any organised Scouting activity outside of the regular weekly meeting which incurs an additional cost.

Cancellation by 1st Holgate Scout Group

For the avoidance of doubt, '1st Holgate Scout Group' refers to any events organised and run by the group or by any of the sections within it: Squirrels, Beavers, Cubs, Scouts and Explorers. This also encompasses any events run specifically for Young Leaders or Adult Volunteers of 1st Holgate Scout Group.

Typically, events may be cancelled for several reasons:

1. Third party cancels the booking
2. Campsite or other accommodation is cancelled
3. Severe weather making the event unsafe
4. Illness of staff or volunteers organising the event
5. National lockdowns or similar restrictions preventing the camp or event from running.

Many of the reasons for a cancelled event are outside of the control of 1st Holgate Scout Group. In all cases, 1st Holgate Scout Group commits to advise participants and their parents/carers as soon as possible when a camp or event must be cancelled, however the notice period will be dependent upon the circumstances surrounding the cancellation.

Where an event is cancelled by 1st Holgate Scout Group we will endeavour to offer the participant a full refund as soon as we are reasonably able. The participant will be given the option to refuse this refund (in all or part) should they wish.

Cancellation (withdrawing) from the participant

Individuals may have a variety of reasons for withdrawing from an event. These could include, however are not exclusive to:

1. Double booking inadvertently
2. Illness (including self-isolation)
3. Bereavement or other family emergency
4. Nerves/anxiety
5. Change of mind

When signing up to an event through Online Scout Manager (OSM) participants/parents/carers acknowledge they are liable for the full costs indicated as soon as the confirmation deadline for the event passes. This includes events where the final cost is 'to be confirmed' but a range is given; in this situation the participant would be liable for the amount published once the final cost is confirmed; this is often following the confirmation deadline where numbers are confirmed.

Withdrawal before the confirmation deadline does not retain any financial responsibility. In the event of the OSM event being 'locked', and not allowing a participant's attendance to be changed, please contact the Event Organiser or Group Lead Volunteer.

1st Holgate Scout Group start to plan events based on the number of attendees at the time of the confirmation deadline. As events are planned various financial commitments are made by 1st Holgate Scout Group including, but not exclusive to, venue hire, transport hire and activity bookings. As such, withdrawing after the confirmation deadline may mean that a full refund may not be available and you may also be required to make any additional payments still due if it's not possible for the Scout group's financial commitments for the event to be reduced. In most cases, the more withdrawal notice given, the more likely it is that a full refund or exemption from

payment will be applied, however this cannot be guaranteed. If you are signed up to an event past the confirmation deadline then you are liable for the full balance due.

The following exceptions may apply:

1. If the participant withdrawing can be replaced by someone from a reserve list or someone who wishes to join late, then the full amount, including deposit, will be refunded, as the replacement participant will be expected to pay the full cost of the event.
2. If the participant is withdrawing from an event due to illness, bereavement or other welfare issue, 1st Holgate Scout Group will aim to look sympathetically on making a full refund. This will be at the discretion of the Group Lead Volunteer & Event Organiser. The Board of Trustees may also be consulted.

Each withdrawal will be considered on a case-by-case basis between the Group Lead Volunteer & the Event Organiser. Should you need to withdraw, 1st Holgate Scout Group will always endeavour to return as much as possible to you.

Expectations

Many sites and activities will have been booked by the organising group in advance, based on numbers of participants attending. Altering these numbers can often be limited to a time frame dictated by the site or activity organisers.

While we fully understand that circumstances which are beyond the control of participants, parents/carers and 1st Holgate Scout Group are inevitable, the Group does politely request that as much notice as possible is given when withdrawing from an event or activity. The withdrawal notice should always be given to the Event Organiser or the Group Lead Volunteer.

Prior to signing up for an event, please consider carefully if your child is likely to withdraw and carefully check their commitments around the time it is scheduled before signing up.

In the case of financial hardship, please speak in confidence with the Group Lead Volunteer.

Should 1st Holgate Scout Group make a financial loss as a result of this policy not being followed by all parties, the Group Lead Volunteer and Board of Trustees reserve the right to restrict a participant's access to future events that hold a financial risk to the Scout Group.

END OF DOCUMENT