



Introduction

The purpose of this document is to clarify the Group's policy on payments for events, (for example, camps) and aims to provide clear information on how we intend to deal with the following areas:

- Deposits
- Late payments,
- Dropouts
- Requests for refunds.

The need for a policy document has been driven to a degree by the increasing amount of administrative burden placed on the Group's volunteers, coupled with an increasing concern that the Group's finances are being put at risk due to a significant increase in problems experienced in the above areas.

Deposits

Large Scouting events often require significant amounts of money to be committed many months in advance of the event taking place and it is therefore important that deposits are taken for two key reasons:

- To recoup some of the money spent on initial outlay.
- To obtain a financial commitment from those who put their names down to attend the event.

For those signing up to such events, the Group will request a deposit as follows:

- Approximately two weeks before the external payment becomes due (wherever possible) or
- Immediately if the Group has had to make a deposit before the event is opened to our members.

It is important to note

- Deposits are **non-refundable**.
- If the deposit is not paid by the due date, then where possible a reminder will be sent. If it is still not paid within one additional week, the young person will be removed from the event. They will only be allowed to rejoin after payment has been made and provided there are still spaces available.

Instalment or Final Payments

Instalments or final payments will be scheduled to spread the payments for parents / guardians and to ensure money is received as it is committed (eg if final payments are due to the camp organisers, these will be fully covered by instalment payments in advance).

Payments will be required two weeks before any outgoing payments are made by the Group. If they are not paid on time, where possible, a reminder will be sent. If they are still not paid within one week, the young person will be removed from the event. They will only be allowed to rejoin after payment has been made and provided there are still spaces available.

Once a payment has been made it is **non-refundable**.

Refunds

In general, refunds will not be paid as costs will have been incurred in line with the payment schedule. There are however some circumstances where the Group may consider a refund:

Medical Grounds

If there is a significant medical reason for a young person having to drop out then consideration will be given to a refund or partial refund, however this will only be done after the event and provided there is a sufficient surplus to cover the refund.

Places taken up by other members

Where a young person drops out and the place has been taken up by late additions, consideration will be given to partial refunds to any young people who have dropped out. Again, this will be done after the event and providing there is sufficient surplus. It is however important that everyone is mindful of the additional administrative burden that this may place upon the volunteers organising the event.

Event Surplus

In the event of a significant surplus, consideration will be given to partial refunds for all attendees. The following should however be noted

- Some surplus is required to cover wear and tear of equipment, which is typically not costed into events, but does add a significant financial burden to the group.
- Refunds require significant administrative time to organise by our volunteers, therefore for smaller surpluses it makes far more economic sense to return the monies to general group funds, so that it can be reallocated and spent on other activities for our young members.

Support for those struggling to pay

The group runs an inclusion fund to support any young person to attend events. If you are struggling to pay, please consider applying to this fund, even if you do not fully meet the priority criteria and we will treat requests sympathetically wherever we can. Details can be found on the Policies page at 32warringtonscouts.org.uk.

Appeals

If any parent or guardian thinks they have been treated unfairly over payments or refunds, they can appeal to the Group Trustee Board through the Chair (Chair@32WarringtonScouts.org.uk).

Any decision by the Group Trustee Board (or a subcommittee of the Board convened to investigate) will be final.

This Policy will be reviewed every 2 years. Next review – October 2026.