**PAYMENTS AND REFUNDS POLICY**

(Applies to **all** events organised by Girlguiding Norfolk County)

**Deposits**

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

For events where a deposit is required, a place at the event will not be confirmed until the deposit has been paid.

**Balance**

The balance is the outstanding amount of money due to Girlguiding Norfolk County after the deposit has been 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 should be paid four weeks before the event.

Where bookings are made after the closing date, payment must be made in full before attending the event.

Where a payment is not needed to participate in an event, for example some trainings, a fee may nevertheless be payable should someone fail to attend.

**Refunds**

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

The balance of the fee may be refunded where:

* A member’s medical condition changes after paying the event balance due to Girlguiding Norfolk County, which means they are unable to take part in the activities on offer. For any such claim a member will need to provide supporting documentary medical evidence for example from a GP and/or hospital consultants.

Claims must be Emailed to ggnadmin@girlguidingnorfolk.org.uk

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

* Due to a member’s physical or mental condition they should not have applied for the event or it would have been reasonable for them to have consulted a medical practitioner prior to booking or attending an event.
* A member fails to attend an event and does not meet the criteria above.
* 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 returned. Deposits are set at a level to cover the set-up and administration charges for an event and to refund such deposits would mean that costs could be incurred.

**Cancellation by the county**

Girlguiding Norfolk County reserves the right to modify or cancel events should unforeseen circumstances arise. In the event of such a 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 is taking part in an event run by Girlguiding Norfolk County.

Note: This policy only applies to events which are organised and run by Girlguiding Norfolk County.