Logo, company name

Description automatically generated **PAYMENTS AND REFUNDS POLICY – EVENTS ORGANISED ON**

**BEHALF OF GIRLGUIDING NORFOLK COUNTY BY A THIRD PARTY**

**As these events are being organised by a third party on behalf of Girlguiding Norfolk County, the arrangements for payments and refunds must be agreed between Girlguiding Norfolk County and the organising body as part of the planning process before any information is circulated to members.**

**The following provisions are subject to their being in line with those of the organising body. If they are not, participants will be advised accordingly.**

**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 the organising body 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 the event balance due to the organising body has been paid, 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 made, in the first instance, to Girlguiding Norfolk County ([ggnadmin@girlguidingnorfolk.org.uk](mailto:ggnadmin@girlguidingnorfolk.org.uk) ) although they may be passed to the event organisers if that is appropriate.

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 organisers**

The organising body 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 the organising body.

Note: This policy does not apply to events organised and run by Girlguiding Norfolk County.