

REFUND AND CANCELLATION POLICY for South Devon Ramblers

Rationale:

Almost all of the many excursions, trips and activities organised by SDR are self-financing. Inevitably, situations arise when plans change often beyond the control of members, (eg sudden illness, bereavement, surprise holidays booked by family) and in such circumstances people might question whether in fact their money can be wholly or partially refunded.

This policy sets out to clarify the situation, to explain the guidelines by which the organisers operate and why, in most cases, refunds are not possible.

Key Points

Each trip or activity has its own set of deadlines and arrangements and the club engages with many different partners, all of whom have their own policies. It is usually made clear to members **that deposits are non-refundable.**

Balance payments can rarely be refunded once the deadline has passed and for this reason members are advised to take steps to ensure they are comfortable with the level of their own insurance.

While the lead organiser has some discretion and should be the first person to whom a request for a refund is made, any decision must be approved by two of this group: the Chairman, the Treasurer and the Secretary. Where the lead organiser is one of these three, s/he should secure the agreement of the two additional people. The guiding principle has to be that the event will not incur a loss.

If there is a waiting list it is sometimes possible to offer some repayment but there are many factors such as timing, room configurations, security issues, all of which have to be taken into consideration.

Each event/activity has its own factors so if an individual has been refunded at some time in the past, this can in no way set a precedent for another, the circumstances of which may be very different.

SUMMARY POINTS Members are advised to

- Assume deposits are non-refundable
- Ensure they are suitably covered by their own insurance for unexpected situations which may compel them to withdraw from an event/activity
- Be aware that in the main balances are also non-refundable but that exceptional circumstances will be considered in the context of the particular event/activity

Approved by committee 28 July 2015