

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

Fees

The fee for an event will be set in line with Girlguiding Anglia's protocol on budgets.

Deposit

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

- Each deposit rate will be different as the deposit for the event will be set at a level to cover the set up and administration charge.
- Until a deposit is paid, a place at the event will not be allocated.

Balance

The balance is the residual amount of money due to Girlguiding Anglia for an event 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 will be paid four weeks before the event.
- Reminders will be issued to members one week before balances are due.
- Where bookings are made after the closing date, payment must be made in full prior to attendance.

Refunds

The balance of your fee may be refunded where:

- A member's medical condition changes after paying the event balance due to Girlguiding Anglia, which renders them unable to participate in less than 50% of the activities (including domestic arrangements) on offer. For any such claim a member will need to provide supporting documentary evidence from medical professionals, i.e. GP and/or consultants.

Claims must be made to the Girlguiding Anglia Region office for the finance lead for the event, or Chair of the Finance Committee.



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.
- 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 reimbursed. This is because Girlguiding Anglia sets deposits at a level to cover the set-up and administration charges for an event and to refund such deposits would mean that Girlguiding Anglia could incur costs.

Cancellation by the Region

Girlguiding Anglia 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 has been elected to take part in an event run through a Girlguiding Anglia member.

