



Camp – Refund Policy

Version number	1.0
Consultation groups	Central Executive Team, Extended Services team
Approved by	Board of Trustees
Approval date	23 March 2023
Adopted by	Advisory Board
Adopted date	May 2023
Policy/document owner	Extended Services Manager
Status	Statutory
Frequency of review	2 Years
Next review date	March 2025
Applicable to	Discovery Trust Holiday Camps

Document History

Version	Version Date	Author	Summary of Changes
V1.0	23 rd March 2023	Lee Gill – Extended Services Manager	

Contents

[1. Refund Policy](#) 4

▪ 1. Refund Policy

At Discovery Holiday Camps, we understand that circumstances can change, and sometimes you may need to cancel your booking for our holiday camps. We want to ensure a fair and transparent refund policy for our valued customers. Please review the following refund policy to understand our guidelines for processing refunds:

Booking Confirmation:

All bookings for our holiday camps are confirmed upon receipt of payment. Please carefully review your booking details, including dates and locations, before making a payment.

Circumstances where we will NOT refund:

We are unable to offer a refund for every instance where a participant misses a Holiday Camp session. We are a service-based organisation and must cover costs such as staffing and utility bills at our venues. Unfortunately, we cannot offer a refund for sessions/days/weeks missed because of family commitments, appointments or voluntary withdrawal from the camp for any reason.

We are unable to offer a refund for an event that is not fault of either party (Service Provider or the customer). Examples of this are measures enforced by the government preventing us from delivering the session planned, natural disasters (e.g floods, earthquakes or any other 'Act of God') AND Damage to the venue we planned to use for the session (e.g. caused by a fire, vandalism etc.). We will try and reschedule the session planned, however, due to future sessions already being in place and staff's time being occupied by this, we may be unable to reschedule the session and it will be cancelled indefinitely.

Circumstances where we will OFFER a refund:

If for any reason we as an organisation are unable to fulfil the allotted sessions (e.g., if the site/activity leader was ill and we were unable to find a suitable replacement, low participation numbers), then we would offer an alternative venue, credit your account for future use or offer a full refund.

As an organisation we always try to be open and transparent about our refunds policy with our valued customers. Any queries about our refunds and credits policy should be directed to lgill@discoverytrust.org By signing a participant on to one of our provisions we understand that you have read through all the terms and conditions in this document and agree to abide by everything described throughout