

EVENT PAYMENTS AND REFUND POLICY

1. Definitions

In this Event Payments and Refund Policy (the “Policy”) the following terms will have the meanings assigned to them below unless the context requires otherwise:

“**Charge**” means, in respect of a particular member and a particular event organised by OutdoorLads, the charge that is required to be paid by that member of OutdoorLads in order to secure a place on that event;

“**cut-off time**” means, in relation to an Event, the time at which registration for the relevant Event closes as mentioned on the Event page;

“**Event**” means an event organised by OutdoorLads in connection with which a Charge is payable;

“**Full Charge**” means the charge that is required to be paid by a full member of OutdoorLads in connection with attending an event organised by OutdoorLads, without taking account of any discounts (e.g. concessions, early payment discount) other than the full members discount;

“**Refund less admin fee**” means, in relation to an Event, a refund in the amount of the Member’s Payment for that event less a £5 administration fee;

“**Full Refund**” means, in relation to an Event, a refund in the amount of the Member’s Payment for that event;

“**Main List**” means, in relation to an Event, the list of members who have paid the Charge and secured a place on the Event;

“**Member’s Payment**” means, at any given time and in respect of a particular member and a particular Event, the amount that member has paid towards the cost of attending that Event;

“**OutdoorLads**” means OutdoorLads Ltd;



“Reserve List” means, in relation to an Event, the list of members who have paid the Charge but who have not yet secured a place on the Event;

“Reasonable Excuse” means, inability to attend an event due to severe personal injury or close family bereavement. All requests will be reviewed on an individual basis. Claims due to long-term/recurring illness, weather conditions, business/personal commitments will not be considered and OutdoorLads recommends members have their own insurance to cover these items.

“Partial Refund” means, in relation to an Event, a refund to a member in an amount determined according to the following table, except that the amount of a Partial Refund in respect of an Event shall never exceed the amount of a Full Refund in respect of the same Event nor shall it ever be less than zero:

Days Before	Amount That remains payable
29 or more days	£5 admin fee
28-22 days	25% or £5 admin fee whichever is higher
21-15	50% or £5 admin fee whichever is higher
14-8	75% or £5 admin fee whichever is higher
7 days or less	Total cost

2. Scope of the Policy

This Policy applies only to Events. This policy applies to all Events except where and to the extent otherwise stated on the relevant Event page on the OutdoorLads website.

3. Payments

3.1. The Charge will cover the costs mentioned on the relevant Event page on the OutdoorLads website. Any costs associated with the Event other than those mentioned on the relevant Event page are not included in the Charge and must be borne by the individual members attending the Event.



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- 3.2. For all Events, a payment link will appear on the relevant Event page after a member has registered for the Event. The Charge must be paid prior to the cut-off time, except where otherwise indicated on the Event page (e.g. on Events where part pay is applicable) or OutdoorLads has agreed otherwise in writing with the member.
- 3.3. A member's place on an Event will not be confirmed until that member has paid the Charge. For purposes of this policy, the Charge will not be considered to have been paid until it has been received and processed by OutdoorLads.
- 3.4. There are two options for paying the Charge: Google Checkout or cheque.
 - 3.4.1. Google Checkout: payment of the Charge will automatically be processed by Google after a 15 minute "cooling off" period. Members are asked to kindly ensure they wait at least 20 minutes after they have made their payment prior to making a support request in relation to payment delay. Likewise, members are asked to avoid paying multiple times. OutdoorLads prefers Google Checkout payments, as they are automatically processed and have the lowest processing fees.
 - 3.4.2. Cheque/postal order: payment will be manually processed and will normally take approximately 10 days. The member's place on the Event will not be confirmed until after the cheque has cleared. Cheques will not be accepted if received fewer than 14 days before registration for the Event closes.

4. Attendance Lists

- 4.1. Members will be added to the Main List for an Event in the order in which they have paid the Charge for that Event.
- 4.2. Once an Event has reached full capacity, any members who pay the Charge for that Event will be added to the Reserve List for the Event in the order in which they pay the Charge.
- 4.3. If, at any time prior to the cut-off time, a member removes himself from the Main List, members on the Reserve List will be automatically promoted to the Main List in the order in which they appear on the Reserve List.



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- 4.4. If, at any time after the cut-off time, a member removes himself from the Main List, members on the Reserve List may be contacted and offered the opportunity to be (but will not be obliged to be) promoted to the Main List. There is no obligation on OutdoorLads to offer members on the Reserve List for an Event the opportunity to attend the Event after the cut-off time. For greater certainty, members who remain on the Reserve List because they are not offered a place on the Main List or (having been offered a place on the Main List) they decline to be promoted to the Main List after the cut-off time are entitled to a refund in accordance with paragraph 5.1.2.
- 4.5. In all cases, members who have paid the Charge but no longer intend to attend the Event should notify OutdoorLads. Prior to the cut-off time, the member should notify OutdoorLads by using the “Unregister” option at the bottom of the relevant Event page. After the cut-off time, the member should notify OutdoorLads by using the “support ticket” system on the OutdoorLads website. Members who notify OutdoorLads that they no longer intend to attend the Event in accordance with this paragraph are said to have “withdrawn” from the Event.

5. Event Refunds

- 5.1. In certain circumstances, members who have paid the Charge in relation to an Event will be entitled to a refund (in whole or in part). Those circumstances, and the amount of the refund to which the member is entitled are as follows:
- 5.1.1. Cancellation by OutdoorLads: A member appearing on the Main List or the Reserve List for an event that is cancelled by OutdoorLads is entitled to a refund in the amount of the Member’s Payment.
- 5.1.2. Reserve List (no withdrawal): A member who remains on the Reserve List after an Event has finished is entitled to a refund in the amount of the Member’s Payment.
- 5.1.3. Reserve List (withdrawal): A member who withdraws from an Event:
a) prior to the cut-off time; and
b) while they appear on the Reserve List, is entitled a Refund Less Admin Fee.
- 5.1.4. Withdrawal with notice: A member who withdraws from an Event:
a) at least 29 days prior to the cut-off time; and



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- b) while they appear on the Main List, is entitled to a Refund Less Admin Fee.

5.1.5 Withdrawal with Reasonable Excuse: A members who withdraws from an Event:

- a) less than 29 days prior to the cut-off time;
- b) as soon as practicable, but in any case prior to the deadline to
- c) claim a refund set out in paragraph 5.4;
- d) while they appear on the Main List; and
- e) with a Reasonable Excuse,
- f) is entitled to a Refund Less Admin Fee.

5.2 A member who withdraws from an Event:

- a) less than 29 days prior to the cut-off time but prior to the beginning of the Event;
- b) while they appear on the Main List; and
- c) without a Reasonable Excuse, is entitled to a Partial Refund.

5.3 Members who appear on the Main List and who withdraw from an Event after the beginning of the Event (other than in the circumstances described in paragraph 5.1.5) will have their payment of the Charge treated as a donation to OutdoorLads.

5.4 Any member entitled to a refund under paragraph 5.1.1 or 5.1.2 will be automatically granted a refund and is not required to take any action to claim their refund. Any member who is entitled to a refund under paragraph 5.1.3, paragraph 5.1.4, paragraph 5.1.5 or paragraph 5.2 will be prompted when they withdraw how much refund is due and given 4 options:

- a) Cancel the Withdrawal and stay on the event – no refund given
- b) Accept refund and unregister from the event
- c) Donate refund amount to OutdoorLads Ltd and unregister from the event
- d) Submit a Reasonable Excuse claim and unregister from the event

5.5 Any member wishing to make a Reasonable Excuse Claim must have clicked that option under paragraph 5.4 and will receive a Partial Refund. OutdoorLads Ltd will then contact the member within 7 days to confirm the details of the Reasonable Excuse Claim and if accepted the remainder of the Refund Less Admin Fee will be refunded.



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5.6 OutdoorLads will aim to make payment of any refund payable under this Policy within 2 days following Withdrawal or the end of the relevant Event.

Approved by the OutdoorLads Ltd board of directors on 04th March 2010 with effect for Events terminating on or after 4th April 2010.



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