

# Refund Policy

August 2024

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## Overview

This refund policy applies to events paid for via the OutdoorLads website, including hostel and camping events, day events, and any other event activities.

It does not apply to payments for membership, sales on the bar, or those events or items that clearly state on the event page that this policy does not apply.

## 1. Event Booking Refunds

You can cancel your place on an event or on a waiting list at any time up to the moment that booking closes. Simply go to the event page, click the cancellation button, and then confirm your decision. Any refund due will then be made by our office team within a few days - you don't need to do anything else.

### 1.1 Cancelling a confirmed place on an event

Time of Cancellation Before Event	Refund Due
Cooling off Over 28 days, and within 48 hours of booking	100%*
Over 28 days	80%*
21-28 days Over 21 and less than (and including) 28 days	60%*
14-21 days Over 14 and less than (and including) 21 days	40%*
7-14 days Over 7 and less than (and including) 14 days	20%*
0-7 days Less than (and including) 7 days	No refund

Table 1.1.1: Table of refunds due upon member cancellation of attendance

\*Subject to a minimum £5 admin charge

## 1.2 Cancelling a waitlist place

If you're on a waiting list and cancel your booking, you'll get a full refund without any fees.

However, if you're promoted to an attendee before the event closes and then cancel, you'll be refunded as a confirmed attendee in section 1.1.

So, if you're on a waiting list and wish to cancel even if you get a spot, cancel your waiting list booking as soon as you can before you're promoted as a confirmed attendee.

If you're still on the waiting list when the event closes, you were unfortunately not successful in gaining a place, and will be refunded in full within 5 working days of the event start.

## 2. Refund Process

When you cancel your attendance on a paid-for event, or if you are still on a waitlist when an event closes, a support ticket will be automatically created to notify the admin team. You can see this support ticket in your account under '[My Support](#)'.

Refunds are processed manually by the office team and therefore take some time. Please only contact the team if you have not received a refund within 5 working days of the support ticket being created. You can do this by responding to the support ticket that was created for your refund or by emailing [support@outdoorlads.com](mailto:support@outdoorlads.com) with the full details.

For all events, whether those run by OutdoorLads and our volunteers, or by third parties, we recommend you have appropriate travel insurance to cover you for the cost of any changes you may need to make to your plans.

If you have used leader credits or other vouchers to pay in full or part for your place on an event, these will be refunded first, and any remaining monetary refunded will be calculated and processed thereafter.

### 3. Exceptions

Where a member is no longer able to attend an event due to exceptional circumstances, and has exhausted alternative solutions, OutdoorLads will offer a full refund, less a £5 administrative charge.

Exceptional circumstances may include:

- The death of a family member or close friend
- Loss of job or income
- Serious physical or psychological condition resulting in hospitalisation or medical advice not to attend the event
- Other circumstances deemed at an equal level as determined by the Programme Manager

OutdoorLads reserves the right to adjust or remove this clause in relation to exceptional circumstances without notice if there is determined that it creates a financial risk to the charity.

OutdoorLads may also, within its discretion, exclude an individual from applying for refunds under this policy where there is evidence that this benefit is not being used reasonably or genuinely by that individual.

### 4. If OutdoorLads Cancels an Event

In the very rare circumstances in which OutdoorLads cancels an event, you will receive a full refund from us in the form of coupons. You may request a cash refund and that will be processed to your payment card on the original order. We cancel events very infrequently, usually preferring for them to go ahead even if numbers are low. However, very occasionally, cancelling the event is necessary.

We are unable however, to take liability for any other related expenses such as any travel arrangements, other accommodation costs, etc. which you may incur, and as such refunds are limited only to the event price that you have paid. We encourage members to take out their own suitable travel insurance to cover these eventualities.