**Girlguiding LaSER Event Booking – Terms and Conditions**

**Fees**

The fee for an event will be set in line with Girlguiding LaSER’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 appropriate to the event to cover set up, running and administration costs.
* Places will be provisionally allocated when the booking is made, but will not be confirmed until the deposit is received and processed by Region Office.
* If the deposit is not received by Region Office within the timescale given at the time of booking, a reminder *may* be sent to the email address provided when the booking was made. Whether or not a reminder is sent, if payment is not received in the given timescale, the booking will be cancelled and the places released and reallocated.
* If the deposit received by Region Office differs from the deposit expected for the number of places booked (whether under or over), without prior agreement by the appropriate member of the Event Planning Team, Girlguiding LaSER reserve the right to cancel the booking and return the deposit.
* If there are anomalies with the deposit received, for instance if the payment is by cheque and it’s not dated or signed, or if it’s returned by the bank unpaid, Girlguiding LaSER reserve the right to cancel the booking and return the deposit.

**Balance**

The balance is the residual amount of money due to Girlguiding LaSER 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 by email to the email address provided when the booking was made.
* All event balances must be paid in accordance with the payment schedule published for the event.
* Reminders will be issued to the email address registered when the booking was made, before balances are due.
* If the balance is not received by Region Office within the timescale given at the time of booking, a further reminder *may* be sent to the email address provided when the booking was made. Whether or not a reminder is sent, if payment is not received in the given timescale, the booking will be cancelled and the places released and reallocated. As previously stated, deposits are non-refundable and will be retained.
* If the balance received by Region Office differs from the balance expected for the number of places booked (whether under or over), without prior agreement by the appropriate member of the Event Planning Team, Girlguiding LaSER reserve the right to cancel the booking and retain the non-refundable deposit.
* If there are anomalies with the balance received, for instance if the payment is by cheque and it’s not dated or signed, or if it’s returned by the bank unpaid, Girlguiding LaSER reserve the right to cancel the booking and retain the non-refundable deposit.

**Single Payment**

Some events will require a single payment, rather than a staged payment (deposit and balance).

* Places will be provisionally allocated when the booking is made, but will not be confirmed until full payment is received.
* If payment is not received by Region Office within the timescale given at the time of booking, a reminder *may* be sent to the email address provided when the booking was made. Whether or not a reminder is sent, if payment is not received in the given timescale, the booking will be cancelled and the places released and reallocated.
* If the payment received by Region Office differs from the payment expected for the number of places booked (whether under or over), without prior agreement by the appropriate member of the Event Planning Team, Girlguiding LaSER reserve the right to cancel the booking.
* If there are anomalies with the payment received, for instance if the payment is by cheque and it’s not dated or signed, or if it’s returned by the bank unpaid, Girlguiding LaSER reserve the right to cancel the booking.
* Once full payment is received a confirmation will be issued by email to the email address provided when the booking was made.

**Leaders’ Responsibilities**

It is the responsibility of the volunteer making the booking:

* To ensure that they have booked the correct number of places and that the number of places they have booked for girls and Leaders will comply with the appropriate adult:child ratio as stated in the Girlguiding manual.
* To ensure that all places they have booked are for members/volunteers who are eligible to attend. If places are booked for Brownies at a Guide event (for instance), the Brownies will be turned away, the Leader will be responsible for ensuring they return home safely, and no refund will be given.
* For residential events, event specific information will be provided about licence requirements. These must be adhered to.

**What’s included and what’s excluded in the cost of the event?**

Please refer to the flyer, the booking form and the FAQs on the Region website for details of what is included and what is excluded in the cost of the event. Unless stated otherwise, travel to and from the event will not be included.

**Cancellations and Refunds**

Requests for refunds must be made no later than one calendar month after the event. They will only be considered once the event has concluded and all the expenses have been received for payment. Claims must be made via Region Office, addressed for the attention of the event Lead Volunteer.

The balance of the event fee may be refunded where:

* A member’s medical condition changes after paying the event balance due to Girlguiding LaSER, 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.
* Sufficient notice of the cancellation was given and the Region is able to re-sell the cancelled place(s).

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 stated above.
* 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 refunded. This is because Girlguiding LaSER sets deposits at a level to cover set up and administration costs for an event and to refund such deposits would mean that Girlguiding LaSER could incur costs.

**Cancellation by the Region**

Girlguiding LaSER 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.

**Queries**

For queries regarding these terms, contact Region Office, telephone 020 8675 7572 or email info@girlguidinglaser.org.uk

For event specific queries, please use the contact details given for the event.

**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 elected to take part in an event run through the Girlguiding LaSER Region Office.