LICOLA WILDERNESS VILLAGE SPONSORED CAMP

REFUNDS & CREDIT POLICY

This Policy aims to set out clear instructions to all users when a refund or credit will be applicable if a place or places at a Lions Sponsored Camp (LSC) are not used.

It is recognised that there are three distinct areas under which, circumstance depending, a refund or credit may be given to the sponsoring club. In all other cases no refund will be applicable.

In all cases where a refund or credit is applicable it is expected that the club will accept a credit for a later camp rather than take back the money paid.

1. When clubs inform the Lions Sponsored Camp Co-ordinator, in writing, that they have been unable to fill one or more positions. This must be received by the co-ordinator a minimum of two weeks prior to Day 1 of the camp.

2. When clubs inform the Lions Sponsored Camp Co-ordinator by any means inside two weeks that a sponsored child (or children) will not be attending camp.

3. When a sponsored child does not turn up for the bus

	Credit or Refund applicable	No refund
1. When LSC co-ordinator receives notification of an unfilled place	a) When this is received in writing (email/ letter) at least 2 weeks prior to Day 1	N/A
2. When LSC co-ordinator receives notification of an unfilled place inside two weeks prior to Day 1	a) When a "good reason" is given such as serious mitigating circumstances for why the child has cancelled - such as a death in the family.	a) When no "good reason" is given. For example the family decided to go elsewhere on holiday.
3. When a child does not turn up for the bus.	a) When it transpires that there is/ was a "good reason" as to why that child missed the bus and suitable alternative travel arrangements cannot be made.	a) All other circumstances b) It will be considered as not turning up for the bus if a parent or guardian informs the co-ordinator or camp that the child is not coming without giving a "good reason"

The definition of "good reason" will be decided by Camp Operations as will a decision over an acceptable time frame to transfer a place to a different child.