



Refund and Debt Recovery Policy

Adopted by the Trustee Board on the
25th September 2024

Date of Review

Every 3 years or after a significant event

Purpose of the Policy

As a Scout Group and Board of Trustees ("the group"), we recognise that we require prompt payment of subscriptions, camps and other activities to allow the group to remain financially sustainable and to maintain a good cash flow. Sadly, we also recognise that payments are not always made in a prompt manner. This policy outlines the procedures to be taken when payments are not made.

Refunds

In general refunds of subscriptions will not be made by the group, including if a person decides to leave scouting within a term. In exceptional circumstances a request can be made and agreed with the Board of Trustees.

Where a person cancels their place for a camp or activity after the payment deadline, a refund will not be made neither will a deferral or transfer of the money. The group is not responsible for finding a replacement young person to attend.

Recovery of Debt

The group expects payments to be made by the relevant deadlines so that it can meet its financial responsibilities.

The group recommends that parents set up a subscription using go cardless, our preferred method of payment. This ensures that payments are taken automatically on the payment deadline day. Where parents opt to not do this, they are responsible for making payment directly to the appropriate bank account before the payment deadline.

If a payment deadline is missed the parent will be notified of the late payment and that their place is at risk. We would expect payment to be made within 48 hours of this notification.

If the payment is not made within the 48-hour period following late payment notification:

- For subscriptions, the place will be terminated and offered to an alternative person
- For camps and activities, their place will be removed and offered to others on the waiting list.

Financial Hardship

Where parents are experiencing financial difficulties, they can apply to the hardship fund for support, however this must be done within the deadline of the payment.

Further details can be found in the Financial Hardship Policy