

1. Girlguiding LaSER campsites bookings cancellation policy (Cudham Shaws/Chigwell)

- **All deposits** for accommodation, campsites, activities & events are **non-returnable**.
- **Less than 60 days** prior to the start of the dates booked for the event deposits are non-returnable **& the full fee for the booking must be paid** unless the accommodation can be re-let for the same period, in which case the full fee would be refunded.
- There is an option to reschedule the booking within 52 weeks* to one new date which must occur within 52 weeks of the existing reservation date; in this instance, the **deposit would be transferred**. If these conditions are not fulfilled **the deposit would be lost**.

*Prices charged will be as for the booking dates, and not the initial booking, which may take into account an increase in fees. This may be particularly relevant if the booking is made the following year.

2. Girlguiding LaSER campsites severe weather & other emergency situations cancellation policy

Girlguiding LaSER recognizes the fact that severe weather and other emergencies can affect attendance at residential/camps & events planned at Chigwell Row/ Cudham Shaws and the ability for the campsites/outdoor centres to be open for business. The safety of our members/employees & those who may be involved in the event is most important and therefore the following policy has been put in place to help leaders with their decision-making about cancellation.

No cancellation policy can cover every type of weather/ emergency situation; this policy in particular covers severe weather & failure of utilities. If you are in any doubt please contact a member of staff at Cudham Shaws/Chigwell Row or the region office.

The Met Office issues severe weather warnings. The weather impacts that could be expected when these warnings happen are: heavy rain, thunderstorms, strong wind, snow, lightning, ice, fog, heat wave. Please see below for our recommendations on how to respond to each colour warning in the area immediately surrounding Chigwell Row/Cudham Shaws during the period of an event.

Yellow weather warning - Ring the campsite & discuss with a member of staff the possibilities of changing the arrival or departure time/ programme/activities. If in light of this discussion the decision is taken to cancel the event, no further charges will be made. Our intention will be to reschedule the event within 52 weeks, and the **deposit** would then be transferred to the new booking. *

Amber weather warning - You should seriously think about changing your plans and taking action to protect yourself, your young members and their parents. Call the campsite & speak to a member of staff. If in light of this discussion the decision is taken to cancel the event, no further charges will be made. **The deposit will be re-funded & no further charges will be made.** Our intention will be to reschedule the event within 52 weeks, and the **deposit** would then be transferred to the new booking. *

Red weather warning - Call the campsite & speak to a member of staff and cancel the event. Our intention will be to reschedule the event within 52 weeks, and the **deposit** would then be transferred to the new booking. *

* There may be price increases if the booking is in the following year.

Other emergency situations - in the event of a failure of utilities (water/electricity/gas), an evacuation of the campsite/outdoor centre, and a national emergency or terrorism, a member of staff would contact the group leader & cancel the booking. The deposit/fees would be refunded & no further charge levied. Every effort would be made to re-schedule the event, when deemed safe to do so, on a mutually convenient date.