

1.0 CANCELLATION POLICY

We understand that sometimes you may need to cancel the place you booked on a programme event organised by Boys & Girls Clubs. We also understand that sometimes there are unexpected and exceptional circumstances which can happen. If you are unable to attend through a personal emergency, please contact Boys & Girls Clubs as soon as possible.

Excepting the above, we have cancellation notice periods depending on the type of event you plan to attend, please see below for details.

Boys & Girls Clubs events are popular and often we have reserve lists for our events, a timely cancellation enables us to reallocate the place to someone else. Importantly too, hosting events including those that are free to participants, incur a cost to either Boys & Girls Clubs or to one of our sponsors. For each event, we calculate the maximum number of participants and we consider numbers attending when we are planning capacity, location, set up, preparing materials and catering.

If you are unable to attend the event you have booked, we are happy to transfer your place to someone else within your organisation if you contact us before the event.

However, if you are unable to attend the event and have not arranged to transfer your place to another person within your organisation you must inform Boys & Girls Clubs to avoid being charged for non-attendance. A fee for non-attendance will also be charged if a named substitute does not attend the event.

1.1 CANCELLATION NOTICE PERIODS

Event Type	Type of Participant Place	Cancellation Details
Youth Sports (Individual & Team), DO SOMETHING Programme, Project Events & Training Courses	Paid	If you are unable to attend the event and are not able to transfer your place to another person/s within your organisation you must inform Boys & Girls Clubs seven days before the start of the activity otherwise you will be charged the full fee .
	Free to access	If you are unable to attend the event and are not able to transfer your place to another person/s within your organisation you must inform Boys & Girls Clubs seven days before the start of the course otherwise you will be charged a £10 fee towards the cost of catering & administration.
Accredited Training Courses e.g. OCN / ASDAN / First Aid etc.	Paid	If you are unable to attend the accredited programme and are not able to transfer your place to another person within your organisation you must inform Boys & Girls Clubs seven days before the start of the programme otherwise you will be charged the full programme fee .
Conferences & Seminars	Paid	If you are unable to attend and are not able to transfer your place to another person within your organisation you must inform Boys & Girls Clubs three days before the conference / seminar date, otherwise you will be charged the full fee .
	Free to access	If you are unable to attend and are not able to transfer your place to another person within your organisation you must inform Boys & Girls Clubs three days before the conference/seminar date, otherwise you will be charged a £10 fee towards the cost of catering & administration.

1.2 Payment

Organisations will be invoiced for:

- training courses once the course has been held or after the first day has been held in the case of a multi-day programme.
- accredited programmes once the on-line induction has been held.
(*Participants will not be registered with the awarding body (e.g. OCN; Sports Leaders UK) until we have received full payment for the course*).
- Conferences/seminar once the event has been held.
Organisations are requested to pay the invoice within 28 days.

1.3 Youth Sports & **DO SOMETHING** Programme Events

Individual, Team & Late Entry Fee/s

- Entry fee/s for events are normally paid electronically in advance (via PayPal on the Website of Boys & Girls Clubs) and are non-refundable excepting '*exceptional circumstances*' e.g. Personal emergency.
- Late entry fees may be accepted by the Officers-in-Charge on-the-day at their discretion but will incur an additional late entry cost proportionate to the entry fee.

1.4 Changes / Postponement / Cancellation of events

- From time to time Boys & Girls Clubs may have to change the event content, location/venue, timing, speaker/facilitator/tutor; should this happen all those registered will be informed by email as soon as possible.
- It is unlikely that Boys & Girls Clubs will cancel an event but should the need to cancel an event arise, those registered for the event will not be charged.