HALLETT COVE SCOUT GROUP

Scout Hall - Quailo Avenue, Hallett Cove (Perry Barr Farm)
Postal Address - PO Box 551, Brighton SA 5048
Group Leader – Jamie Hoskin
Email - gl.halletcove@sa.scouts.com.au
Web - www.hallettcove.sa.scouts.com.au

ACTIVITY BOOKING AND CANCELLATION POLICY

1. PURPOSE

1.1. This policy outlines the requirements and conditions for booking, payment and cancellation of activities conducted by Hallett Cove Scout Group.

1.2. The policy promotes fairness, clarity and responsible financial management while supporting the delivery of Scouting activities in accordance with applicable Scouts Australia requirements.

2. SCOPE

2.1. This policy applies to activities conducted by Hallett Cove Scout Group that require participant registration, completion of documentation and/or payment.

2.2. This policy applies to youth members and their parents or guardians who book or pay for these activities.

3. BOOKING AND REGISTRATION REQUIREMENTS

3.1. Participation in an activity is conditional upon:

- Submission of all required documentation, including permission forms, medical information and consent forms, where applicable.
- Payment of all applicable activity fees.
- Meeting any other participation requirements specified for the activity.

3.2. All required documentation and payment must be received by the stated booking cut-off date unless an alternative arrangement has been approved.

3.3. Where documentation or payment is not received by the cut-off date, the participant may not be registered for the activity and may be unable to participate. Hallett Cove Scout Group may reallocate the place to another participant.

3.4. A booking is confirmed when Hallett Cove Scout Group has received all required documentation and full payment and has registered the participant for the activity.

4. PARTICIPANT CANCELLATIONS AND WITHDRAWALS

4.1. Once a booking is confirmed, cancellations or withdrawals initiated by the participant or their parent or guardian are generally not eligible for a refund.

4.2. This applies to cancellations arising from personal circumstances, scheduling conflicts, changes in availability or other reasons, subject to consideration of exceptional circumstances under Section 6.

4.3. This approach recognises that costs associated with activities, including accommodation, transport, catering and program fees, may be committed in advance and may be non-refundable to Hallett Cove Scout Group.

4.4. Where the Group can recover any costs, or a replacement participant can take the cancelled place, the Group may consider whether a refund or partial refund is appropriate.

4.5. Nothing in this policy limits any rights or remedies available to participants under applicable law.

5. CANCELLATIONS BY HALLETT COVE SCOUT GROUP

5.1. If Hallett Cove Scout Group cancels an activity, affected participants will be offered the choice of:

- A refund of fees paid for the cancelled activity; or
- Transfer of the payment to a future Hallett Cove Scout Group activity, where appropriate and agreed by the participant or their parent or guardian.

5.2. If an activity is postponed, rescheduled or substantially changed, the Group will communicate the arrangements to affected participants and advise them of any available options.

5.3. Any refund or alternative arrangement will be managed in accordance with applicable law and the circumstances of the cancellation.

6. EXCEPTIONAL CIRCUMSTANCES

6.1. The Group may consider refunds or partial refunds in exceptional circumstances, including serious medical emergencies or other significant unforeseen events.

6.2. The Group Leader will consider requests, in consultation with the Group Committee where appropriate.

6.3. The decision will take into account the circumstances of the request, costs already incurred, any costs recovered and the financial implications for the Group.

6.4. Supporting documentation may be requested where appropriate.

6.5. We will communicate any decision to the requesting family. Consideration of a request does not guarantee that a refund or partial refund will be approved.

7. ACKNOWLEDGEMENT AND ACCEPTANCE

7.1. By submitting a booking, required documentation and payment, parents and guardians acknowledge that they have read and understood this policy.

7.2. This policy should be read in conjunction with relevant Scouts Australia policies, procedures and codes of conduct, together with any activity-specific requirements.

8. POLICY REVIEW

8.1. The Hallett Cove Scout Group Committee will review this policy at least every two years, or earlier if required due to changes in Scouts Australia requirements, legislation or operational needs.

9. VERSION CONTROL

Version	Date Approved	Approved By	Review Due	Notes
1.0	21/09/2026	Hallett Cove Scout Group Committee	21/09/2028	Initial Policy Adoption