



## **GIRLGUIDING LEICESTERSHIRE**

### **GENERAL BOOKING POLICY**

#### **1. Making A Booking**

Booking requirements and arrangements vary for each event. Check the Girlguiding Leicestershire website carefully to ensure you don't miss the booking opening or closing date. Booking opening and closing dates and times are fixed - please do not try to book before or after these dates.

Some events will be booked online and some will require you to print booking forms. Please check the Girlguiding Leicestershire website before the booking opening date to confirm.

#### **2. Paying for the Event**

Please check the FAQs for each event on the Girlguiding Leicestershire website to find out the procedure for payment available. Note that failure to provide payment by the required date(s) can result in your place(s) being offered to others.

#### **3. Ratios and Extra Adults**

Adult places for events may only be booked in the ratios outlined by Girlguiding - see link below for up-to-date information. As demand for places at events is high, restricting the ratios of adults to girls ensures that we are able to offer spaces at events to as many girls as possible. Requests for extra adult places may be made in extenuating circumstances. For minimum ratios please refer to

[Adult to child ratios | Girlguiding](#)

Occasionally these restrictions may be lifted for certain events - please refer to individual event details.

#### **4. Children of Volunteers**

To ensure that as many members of Girlguiding Leicestershire as possible are able to enjoy events, bookings for children of volunteers will not be taken.

Occasionally these restrictions may be lifted for certain events - please refer to individual event details.

#### **5. DBS Checks and Policies**

In accordance with Girlguiding policy, all volunteers aged 18 or over staying overnight at a residential event must have a current valid Girlguiding DBS check and have completed A Safe Space levels 1 and 2.

See also general guidance for taking girls to large scale events:

[Taking girls to large scale events | Girlguiding](#)

## **6. The Small Print**

The information contained here is believed to be correct. Girlguiding Leicestershire cannot guarantee that details, dates, prices and requirements will not change between information being published and bookings opening. Any changes will be detailed on the Girlguiding Leicestershire website. However, the organisers have the right to make alterations, amendments and variations to the programme if it is deemed necessary for financial and or safety reasons without being obliged to give a refund of all or any part of the fee.

## **7. Cancellation and Refunds**

All deposits and payments for events are non-refundable.

If a member of your group drops out, it may be possible for you to replace them with another member of Girlguiding Leicestershire of the same section and/or age group. If this change takes place AFTER you have confirmed your group details to Girlguiding Leicestershire, you must inform us of such changes. These alterations will be dealt with on an individual basis and it should not be assumed that all requests for alterations of personnel will be sanctioned, in particular, last minute alterations.

In some cases, there are waiting lists for events and Girlguiding Leicestershire may be able to offer a relinquished place to someone on the waiting list. In this case, it may be possible to give a refund or partial refund, however this is not guaranteed. These will be dealt with on an individual basis and will depend on the funds available at the end of the event.

If a participant drops out and has only made part payment towards the event, they (if attending as an individual, e.g. on an international trip) or their group (if attending as part of a unit/district etc.) are/are not responsible for paying the remaining instalments if a replacement participant cannot be found.

If Girlguiding Leicestershire have to cancel an event due to unforeseen circumstances, we will do our best to make refunds, less any costs that have occurred until that point. Refunds are not guaranteed.

You may wish to consider your own event insurance policy.

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