



# Swindon Down's Syndrome Group

## Trips Refund Terms & Conditions

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## 1. Monies paid to the Group in respect of trips or organised events.

All initial deposits are non-refundable and this is stated in initial letter informing details of the forthcoming trip. Charges are usually made by coach/transport providers upon the closing date for any trip or event. For this reason, the initial deposit/transport cost remains non-refundable.

If you change your mind or withdraw from a trip prior to the closing date (as stated on the initial letter), providing the Group has incurred no costs, then a refund will be given. However, the initial deposit/transport cost still remains non-refundable.

If you change your mind or withdraw from the trip after the closing date (as stated on the initial letter), then no refund will be given. In exceptional circumstances refunds may be considered/given at the discretion of Trustees.

If you are unable to attend a trip due to a medical appointment/treatment then a refund can be given upon receipt of a copy of the appointment letter.

## 2. Amendments to section 1 where an event is impacted by specific government regulations or guidance

The Group will not arrange any trips without ensuring the provider has guarantees in place regarding the cancellation or postponement of an event and/or transport provision due to specific government regulations or guidance.

- If a trip is cancelled for this reason, all monies will be refunded once the Group has received refunds from the companies concerned.
- If a trip is postponed for this reason and the Group decides to withdraw from the new date, all monies will be refunded once the Group has received refunds from the companies concerned.
- If a trip is postponed for this reason and the Group decides that it will continue to offer the revised date, all monies paid will be transferred to that date.
  - If you are unable to attend the new date for reason of a medical appointment/treatment, then a refund can be given upon receipt of a copy of the appointment letter.
  - If you decide to not attend the new date, no refund will be given unless the Group is able to sell the spaces to other members.

### **For more information**

If you have unanswered questions and further queries after reading this policy, please contact [secretary@swindondownsgroup.org.uk](mailto:secretary@swindondownsgroup.org.uk)