

Outlined below is the Refund Policy used the Western Cape Region of Scouts South Africa.

Courses

1. If the Course Leader turns down an ELIGIBLE applicant, the applicant is entitled to a full refund
2. If the course dates change and the applicant can no longer attend, the applicant is entitled to a full refund
3. If the Course Leader turns down an applicant, because they are not eligible to attend the course, the applicant is entitled to a full refund less R30
4. If an applicant cancels/withdraws from the course more than 14 days prior to the course date; the applicant is entitled to a full refund less R30 (In the case of PLTU it will be the course fee less R100 due to expenses already paid)
5. If an applicant cancels/withdraws less than 14 but more than 7 days of the course starting; the applicant is entitled to a refund of 50%
6. If an applicant cancels/withdraws within 7 days of the course starting or does not arrive on course with no prior excuse/reason; no refund will be given
7. Refunds must be requested by the individual concerned within 5 days of the course ending and they must supply bank details for the refund. If this information is not received within 30 days of the end of the course, then the amount will be treated as a donation

Competitions

1. If the Chief Judge turns down an ELIGIBLE applicant, the team is entitled to a full refund
2. If the competition dates change and the team can no longer attend, they are entitled to a full refund
3. If the Chief Judge turns down a team, because they are not eligible to attend the competition, they are entitled to a full refund less R30
4. If a team cancels/withdraws from the competition more than 14 days prior to the competition date; they are entitled to a full refund less R30
5. If a team cancels/withdraws less than 14 but more than 7 days of the competition starting; they are entitled to a refund of 50%
6. If a team cancels/withdraws within 7 days of the competition starting or does not attend the competition (with no prior excuse/reason) no refund will be given
7. Refunds must be requested by the team concerned within 5 days of the competition ending and they must supply bank details for the refund. If this information is not received within 30 days of the end of the course, then the amount will be treated as a donation

If applicants for courses/competitions who have received sponsorship to attend do not arrive, without prior excuse, then their future sponsorships will be more carefully considered.

Properties

1. 50% of total fee must be paid to make a booking
2. Full payment must be made at least 14 days before date of use
3. 50% of the booking fee is forfeited if event cancelled within 30 days of the event start
4. 100% of the booking fee is forfeited if event is cancelled within than 14 days of the event start

For the latest facility costs and policy please see: <https://westerncape.scouts.org.za/facilities/>