

# Bookings Policy

## 1. Making a Booking

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

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

## 2. Paying for the Event

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

## 3. Ratios and Extra adults

Adult places for events may only be booked in the ratios outlined below. 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.

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

Rainbows - 1:5 with a minimum of 2 adults

Brownies - 1:8 with a minimum of 2 adults

Guides - 1:12 with a minimum of 2 adults

Members of The Senior Section - no Leader required, however any Leaders attending with groups of The Senior Section must not exceed the ratio 1:12

## 4. Children of volunteers

In order to ensure that as many members of Girlguiding Worcestershire as possible are able to enjoy events, as standard 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

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.

## **6. The small print**

The information contained here is believed to be correct. Girlguiding Worcestershire 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 Worcestershire website.

## **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 to replace them with another member of Girlguiding Worcestershire of the same section and/or age group. If this change takes place AFTER you have confirmed your group details to Girlguiding Worcestershire, you must inform us of such changes.

In some cases there are waiting lists for events and Girlguiding Worcestershire 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.

If Girlguiding Worcestershire 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.