



Woodlarks Camp Site Trust

Cancellation Policy 2022

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1 Rationale

Woodlarks Camp Site Trust is a charitable organisation offering facilities to groups of disabled campers, allowing them to enjoy the unique and beautiful surroundings in a safe, friendly and inclusive atmosphere.

We need the income from camps run by these groups. Any cancellation has a significant impact on funds available to the Trust. In the event the site is left empty and unused for a week, there are still considerable costs to be covered by the Trust. For each week of the camping season the Trust spends more than £5000.

In the spirit of Woodlarks, the Trustees are keen to avoid overly punitive measures in the event of a group needing to cancel their holiday. We understand this would not be undertaken lightly by the organisers and that they would be as upset as we were to see them miss their holiday. However, it has been decided that a small deposit will be required when making bookings. In the event a booking is cancelled, subject to the conditions described further below, the deposit will be forfeit and will act as a contribution towards the running costs for the vacated week.

We understand many of the groups attending Woodlarks also rely on donations and volunteers, but feel this requirement is entirely reasonable, especially when compared to other charitable organisations. Many of their cancellation policies have a graduated percentage up to 100% of the cost of the holiday as a forfeit, depending on period of notice given.

2 How We Handle Deposits

2.1 Deposit to Confirm a Booking:

For all bookings of Woodlarks Camp Site, Woodlarks Camp Site Trust will require an advance deposit of just £100.00 from each group/organisation at the time of confirming a booking. This amount will be deducted from the final invoice at the end of your stay, subject to the terms and conditions outlined below.

2.2 If you cancel your booking:

We understand it may become necessary to cancel your holiday due to illness, accident or other significant change of circumstances. As soon as you know that you need to cancel, contact the secretary Sarah Lane on 01252 716279. In this event, Woodlarks Camp Site Trust will retain the £100.00 deposit.

Woodlarks Camp Site Trust will refund this deposit if it is possible to re-book the holiday dates with another camp. It must be understood the later the cancellation is made, the less likely it is that this will be possible.

2.3 If we change or cancel your booking:

Should it be necessary for us to make a change to your booking, you will have the option of cancelling the booking and receiving a full refund of the deposit paid. Examples of a major change would include the need to reduce the holiday duration by more than two days, the unavailability

of the kitchen, Bradbury Croft or other key buildings, or the unavailability of water, gas, electricity, etc.

In the very unlikely event Woodlarks Camp Site Trust need to cancel your booking completely, we will advise you as soon as possible and provide a full refund of the £100.00 deposit.

2.4 Minor changes:

Woodlarks Camp Site Trust strive to ensure all services and facilities (as described on the website, in the Camp Leader's Handbook and the Activity Manual) are available for the duration of the holiday. Occasionally, due to circumstances beyond our control, some facilities may become unavailable for use, such as the swimming pool, aerial runway, trampoline, etc. Examples such as these will not constitute a major change and will not justify cancellation of the holiday and refund of the £100.00 deposit paid.

This policy will be reviewed after three years.

Signed: Catherine Crawford

Date: 01 July 2022

Print name: Catherine Crawford

Position held: Chairman

Implemented: July 2022

Review date: July 2025

Person responsible: Mark Greenwood