



# Woodlarks Campsite CIO

## Woodlarks Camp Site Trust

### Cancellation Policy

#### Version Control Log

Version	Date	Summary of Changes / Notes	Author
1.0	March 2023	Previous version Implemented	
1.1	28/11/2025	Content imported into new template	MJ
1.2	10/02/2026	Added amendments from Nick Richards	MJ

#### Document Approval

Version	Date	Person Responsible	Approved by	Signature
1.1	April 2026		All trustees	Email

#### Distribution History

Version	Date	Circulated to
1.2	28/04/2026	Added to Woodlarks Document Library and Website

#### Review Interval

Version	Date of Next Review	Interval
1.2	28/04/2029	3 years

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# 1 Introduction

## 1.1 Overview

- 1.1.1 Woodlarks 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.
- 1.1.2 To provide the facilities and services Woodlarks depends on funds raised through camp and school fees, together with funds raised through other means, to support the cost of running the camp site.
- 1.1.3 Any cancellation has an impact on funds raised by Woodlarks. If a cancellation leaves the booked period vacant, there are still running costs to be paid.
- 1.1.4 Trustees are keen to avoid overly punitive measures in the event of a group needing to cancel their holiday. Woodlarks understands this decision would not be undertaken lightly by the organisers and they would also be upset to be missing their holiday.
- 1.1.5 It has been decided that a token deposit will be required when making bookings for a camp. In the event a booking is cancelled, subject to the conditions described further below, the deposit will be forfeited and will act as a very small contribution towards the estimated running costs for the vacated period.
- 1.1.6 We understand some of the groups attending Woodlarks rely on donations and the payment of fees by their campers and volunteers, however, Woodlarks feels it is entirely reasonable to retain a small deposit.
- 1.1.7 Many other comparable charities have far more punitive cancellation policies stating that a graduated percentage of the total fees for the week will be forfeit, depending on the period of notice given, up to the maximum of 100% of fees with less than two-week's notice.

## 1.2 Definitions

- 1.2.1 For definitions used in this policy, please refer to the separate document on our [website](#).

## 1.3 Personnel

- 1.3.1 For allocated personnel for this policy, please refer to separate document on our [website](#).

## 1.4 Scope

- 1.4.1 This policy applies to both:
  - [Woodlarks Campsite CIO - 1214811](#)
  - [Woodlarks Camp Site Trust - 306148](#)
- 1.4.2 This policy applies to:
  - Camps, Schools and Winter Events hiring or using the site

## 2 Woodlarks Deposit Policy

### 2.1 Deposit to Confirm a Booking

- 2.1.1 Woodlarks will require an advance deposit from all groups making a booking at Woodlarks, which will secure the site for their holiday.
- 2.1.2 As of April 2025, this deposit will be 10% of the fee, if known at the time of booking OR £1,000 which ever is the greater.
- 2.1.3 This will be paid by each group/organisation AT THE TIME OF BOOKING.
- 2.1.4 The deposit paid will be deducted from the final invoice at the end of the camping holiday, subject to the terms and conditions outlined below.

### 2.2 If you Cancel your Booking

- 2.2.1 We understand it may become necessary to cancel your holiday due to illness, accident or other significant change of circumstances. As soon as it becomes necessary to cancel, the organiser/camp leader must contact the Woodlarks Secretary on 01252 716279 or [secretary@woodlarks.org.uk](mailto:secretary@woodlarks.org.uk) immediately.
- 2.2.2 The sooner Woodlarks is informed of any cancellation, the more time is available to find an alternative group who may wish to use the week.
- 2.2.3 When considering the amount of planning and coordination required in organising a week's holiday for a group of disabled participants, it must be realised that it is highly unlikely an alternative group will be found.
- 2.2.4 Woodlarks will retain the 10% deposit from any booking that is cancelled.

### 2.3 If we Change or Cancel your Booking

- 2.3.1 Should it be necessary for us to make a change to your booking, which moves the start or end date of the holiday by more than 48 hours, you will have the option of cancelling the booking and receiving a full refund of the deposit paid.
- 2.3.2 Should you wish to proceed with the revised dates, you will only pay camp fees for the number of days/nights of your amended stay.
- 2.3.3 In the very unlikely event that Woodlarks need to completely cancel your holiday for any reason, you will receive a full refund of the deposit paid.
- 2.3.4 If due to unforeseen circumstances, major buildings or facilities become unusable, or utilities such as gas, water or electricity are not available, camps will have the option of cancelling their holiday and receiving a full refund of their deposit. Other examples include complete closure of Bradbury Croft, closure of the cookhouse/pantry building, closure of the dining room building.

### 2.4 Minor Changes to Facilities Available

- 2.4.1 Woodlarks strives to ensure all services and facilities (as described on the website, in the Camp Leader's Handbook and the Activities Manual) are available for the

duration of your holiday.

- 2.4.2 Occasionally, due to circumstances beyond our control, Woodlarks reserves the right to remove some facilities from use. This will only be, when necessary, for example health and safety reasons.
- 2.4.3 This includes facilities such as the swimming pool, aerial runway, trampoline, etc.
- 2.4.4 It must be understood that Woodlarks cannot make any reduction to its fees in circumstances such as these. Also, they would not constitute a major change, will not prevent you enjoying the rest of campsite and will not justify cancellation of a holiday or refund of the deposit paid.

## **3 Policy Monitoring**

### **3.1 Regular Review**

- 3.1.1 This policy will be reviewed every 3 years.
- 3.1.2 Lessons learned will be incorporated into future revisions.