

# Glasgow Glenmore Club

## Away Meets Pricing and Refunds Policy

1. The charge to members attending an away meet will be set with the aim of each meet breaking even as determined by the Club's Committee who will have sole responsibility for setting and agreeing the member cost for attending each meet. This is usually done by dividing the rental price by the number of people thought likely to attend.

2. To cover the cost of 'good reason cancellations', a per-bed-night levy of £1 will be added to the estimated break-even price charged to members for attending a meet as set by the Committee.

The amount of the levy will be reviewed annually at the AGM and agreed for the forthcoming year's meets.

3. Payment for attending an away meet should be made at the time of booking with the meet Coordinator by BACS payment to the Club's bank account (preferred method) or cheque made payable to 'Glasgow Glenmore Club' which should be posted to the Treasurer who will bank on receipt.

All payments will be held by the Club on behalf of members to settle their attendance cost at the meet.

4. It is the responsibility of the member to claim a refund via the meet coordinator. No refunds will be given to a member who either waives their claim or does not make a claim.

5. Members may cancel a booking and receive a full refund

- up to the date that the Club can cancel their space with the venue and not incur any penalty to the Club.
  - Each meet Coordinator can confirm such date as required.
  - For whole hostel bookings, it may be possible for the hostel to sell untaken places.
- if their place can be filled by another member after consultation with the coordinator.
  - The meet Coordinator will accept the change of person or advise if there is a waiting list for the meet in which case the place should be offered to members in the order in which their names are added to a waiting list.

6. Thereafter, a member who cancels their booking

- without a good reason (e.g., a poor weather forecast, an alternative social engagement, a family engagement, any other reason including commitment overload) will forfeit their full payment.
- with a 'good reason cancellation' (see list below) can be reimbursed in full at the time of cancellation or as quickly as practicable thereafter. The levy will not be included as part of the refund.

7. In the event of a significant year-end collective surplus or deficit on all of the away meets for that year, the Treasurer will propose to the members present at the AGM how the surplus should be used, or the deficit recovered to ensure that the Club's finances remain solvent.

8. If the above policy is ambiguous or unclear at any time, then the issue requiring clarification should be addressed to the Committee whose decision will be final.

9. Good reason cancellations will include the following:

- Personal illness or injury
- Last minute dates for hospital treatment
- Serious illness or death of a close relative, dependent or friend
- Attending the funeral of a close relative, dependent or friend
- Emergencies such as sudden serious repairs to home
- Essential support required for a partner who cancels for one of the above situations
- Any other good reason presented to and accepted by the Committee

10. The table below summarises the refund policy:

<b>Circumstance of cancellation</b>	<b>Eligibility for a refund and amount to be refunded</b>	
	<b>Good reason cancellation (see list at clause 9 above)</b>	<b>No good reason cancellation</b>
Member cancels and does not request a refund from the coordinator	NO	NO
Member cancels and the hostel refunds cost of the place in full and the member asks for a refund.  This circumstance will be determined by the hostel cancellation policy.	YES Full refund	YES Full refund
Place booked is taken by another member and the cancelling member asks for a refund	YES Full refund	YES Full refund
The member asks for a refund and none of the above apply.	YES Refund less insurance levy	N/a