

Hi All,

Last year we found that scouts often applied and paid for Badge Courses, but then simply did not arrive on the day. The parents or scouters would then contact HQ afterwards and expect a full refund. As there has not been any real "procedure" in place it has often been left up to the Course Leaders to make the decision of whether or not to refund the scouts.

We have now decided on the following refund structure for all Scout Badge Courses and Scout Competitions administered via HQ.

- If the Course Leader turns down a scouts application, the scout is entitled to a full refund
- If the course dates change and the scout can no longer attend, the scout is entitled to a full refund
- If a scout cancels / withdraws from the course more than 1 week prior to the course date; the course fee less R20 will be refunded
- If a scouts cancels / withdraws within the week prior to the course starting; 50% of the course fee less R20 will be refunded
- If a scout simply does not arrive on course with no prior excuse / reason - NO REFUND *
- If a scout who has received sponsorship to attend the course does not arrive with no prior excuse / reason; the scouts future sponsorships will be more carefully considered *

(* We can evaluate exceptional cases individually)

Refunds for Competitions

Monies paid at the beginning of the year for the Competition Special will not be refunded if your troop does not attend the competition. The monies can also not be transferred to be used for other competitions. If you make use of the competition special it is your responsibility to get your troop there, or loose the money.

If you enter for a competition without using the competition special, the refund structure detailed above will apply.

I trust that you will find this fair. All we really ask is that you let us know if you can no longer attend something as there are always things to be bought, prepared, arranged, organised, etc.....

Any queries can be directed to Renee at HQ. capewest@scouting.org.za

PS. Please note that all information required for participants for the various courses / competitions will always be available from HQ or from myself; so if you do not receive it and the course date is looming - just give us a shout and we'll get the info to you!

Brendan Dale