

REFUND POLICY

SCOTTISH BORDERS COUNCIL HOLIDAY PROGRAMMES

1.0. What is our refund policy?

- 1.1.** In the event of cancellation of a session(s), (most likely because of coach unavailability, venue issue, or low occupancy rate resulting in a course not being financially viable), a refund will be provided.

1.1.1. In the event of cancellation of holiday programme sessions due to low numbers, cancellation will be made no later than 4 days prior to the expected course start date.

- 1.2.** Where a physical refund is required, this will be processed in accordance with Scottish Borders Council's Income Management Policy.

1.2.1. Refund where card payment was made

1.2.1.1. Refund will be made to the card used to make the initial payment.

1.2.2. Refund where invoice was issued for payment

1.2.2.1. A credit note will be issued against your account.

- 1.3.** Refunds will not be issued for participants failure to attend their booked holiday programme sessions through illness/injury/other commitments etc.

- 1.4.** A refund will be considered if a space is cancelled no less than 5 days before a holiday programme commences (allowing SBC to re-sell the space). In this instance, a refund will be issued in accordance with section 1.3.

- 1.5.** Applications for places on holiday programmes will be accepted on a first come first served basis.