3rd Harpenden Scout Group
Payments & refunds policy

Contents

What is this Payments & refunds policy? 2
Subscriptions (Subs) 2
Uniforms 2
Camps / Trips / Activities 3
Non-payment of Subs 3
Version number and date of the last review 3

What is this Payments & refunds policy?

As a registered charity, we aim to give young people the opportunity to have experiences that develop their skills for life. We endeavour to make all Group activities as affordable as possible.

Unless otherwise agreed, all payments to the Group for subscriptions, camps and activities must be made via Online Scout Manager (OSM) and collected via *GoCardless*.

Subscriptions (Subs)

Membership fees (subscriptions) are currently set at £135 per year and are requested and paid online via the OSM/GoCardless system. From 2027 these fees will increase to £150 per year.

The rate of subs is set annually by the Trustee Board in consultation with the Group Scout Leader. Subs were last changed in March 2020. By default, Subs are set up on OSM so the full cost is paid once per year (in advance). If you would prefer to pay your Subs termly, please speak to a leader. They can be set up to be collected automatically each year (or term), or to require your manual authorisation before each payment. If the cost of Subs will cause difficulties, please refer to the Hardship Policy and speak to your child's leader.

Membership can be cancelled at any time by emailing the relevant Section Leader. Subscriptions are non-refundable once paid, even if the young person leaves mid-term. There are no refunds available if a young person does not turn up for a weekly meeting or event covered by the regular subscription fee.

If you are eligible, please consider making a Gift Aid declaration by checking the option box on OSM. The Gift Aid scheme is run by the Government and allows charities to claim an additional 25% on donations made by UK taxpayers. This means each £1 you give is worth £1.25, at no extra cost to you! So, for a subscription of £135, we could receive £168.75. This is a valuable additional source of income to contribute to the running costs of the Group.

Uniforms

Uniforms should be purchased by the parent/carer directly from the online Scout shop or other local retailers. Also, there are often second-hand pieces of uniform available locally – ask the leaders for more information. A 3rd Harpenden Scout Group scarf and woggle will be provided free of charge after being invested, but any replacements will need to be purchased by the parent/carer.

Camps / Trips / Activities

Camps and offsite activities or trips are optional extras and normally require a payment in addition to the annual/termly subscription fee. If you sign up your child, you are committing to pay for the place. If a young person or parent changes their mind about attending a trip, no refund will be given (unless sufficient notice is given and a replacement is found with no cost impact on the event). In the event of illness or exceptional circumstances, a partial refund may be available on a case-by-case basis – this will usually depend on the refund policy of the activity provider concerned.

Payment for all camps and activities is due in advance of the trip, unless agreed with the leader in charge of that trip. Your child's place may be lost should payment not be received by the due date.

All deposits are non-refundable. Where there is a single payment for a camp or activity, this should be taken to constitute a non-refundable deposit.

Other payments are generally non-refundable, and always non-refundable where cancellation is made after a payment deadline has passed. Payments for higher-cost camps or activities may be split into instalments to help with affordability.

Non-payment of Subs

If subs become overdue, two reminders will be sent by email to the parent/carer email addresses stored on OSM, or in person by leaders.

Should the amount remain outstanding after 28 days, a formal letter/email will be sent giving 14 days' notice to make the payment - and explaining that unless payment is made within 14 days membership will be terminated.

If subs are not paid within the 14 days, a further letter will be sent terminating membership and the newly created space in the section will be offered to the next person on the waiting list.

If payment is difficult due to financial hardship, we can offer support. Please talk to your Section Leader. And for more details please read our Hardship Policy.

Version number and date of the last review

Version number 3

Last reviewed 23-04-2026