Stiùireadh son Pàrantan a thaobh campaichean

Booking, Deposits & Payments for all Comunn na Gàidhlig Camps

1. A' Glèidheadh campa / Booking a Camp

- **Online Booking:** All camp registrations should be completed through our online booking system. This ensures your child's place is reserved immediately. Once all camp places have been filled subsequent registrations will be added to a waiting list. Please use one booking form per child.
- **Accurate Information:** Please double-check that all participant details (age, medical information, emergency contacts, etc.) are correct at the time of booking.
- **Confirmation Email:** Once your booking is submitted, you will either receive a confirmation email to say your booking has been successful or your booking has been placed on the waiting list. If you do not receive an email, please contact us within 24 hours to ensure your place is secure.

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2. Eàrlasan / Deposits

- **Deposit Requirement:** A non-refundable deposit is required at the time of booking to secure your child's space.
- **Amount:** A deposit of **£50** per child is required to secure your camp booking. The deposit amount will be clearly displayed during checkout and on your booking confirmation.
- **Purpose of Deposit:** Deposits help us prepare staffing, materials, and camp resources. These funds are immediately committed to planning, which is why they are non-refundable.
- **Transferability:** In some cases, deposits can be transferred to a different camp date if availability allows. Please email us within 14 days of booking to discuss options.

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3. Pàighidhean / Payment Schedule

- **Cost of camp:** This year Sradagan camp will cost £360 (inclusive of £50 deposit at the time of booking which is non-refundable)
- **Remaining Balance:** Parents will have the option of paying the balance at the time of booking if they wish to do so.

- **Final Balance Due Date:** Remaining balances must be paid no later than **30 days before** the camp begins.
- **Payment Methods:** An invoice detailing your remaining balance will be emailed **8 weeks** before camp begins. Parents/carers can pay via BACS or Paypal to pay the balance in full before/on the due date.

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4. Pàighidhean fadalach neo a dhìth / Late or Missed Payments

- **Late Balance Payments:** If the final balance is not paid by the due date we will try to get in touch to understand why, but we must also reserve the right to cancel any bookings.
- **Reinstating a Booking:** If space remains available, bookings may be reinstated once full payment is received. This is not guaranteed, however, therefore it is important the balance is paid on time.

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5. Atharrachaidhean, cur dheth & pàighidhean air ais / Changes, Cancellations & Refunds

- **Parent-Initiated Cancellations:** Deposits are non-refundable. Refunds for any additional payments may be available depending on how many days before the camp you cancel (please refer to our cancellation policy below)
- **Changing Dates:** Date changes are possible when space is available. However, our camps are very popular and we suggest that parents keep to their original booking where possible. Please request any changes as early as possible by contacting oifis@cnag.org
- **Camps Cancelled by Us:** If we must cancel a camp for any reason before the camp begins, you will receive a full refund, including your deposit.

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6. Conaltradh / Communication

- For any questions about billing or bookings, please contact the Comunn na Gàidhlig team. For all booking, invoice and/or deposit enquiries email **oifis@cnag.org**.
- **Please ensure you check your spam folder if you have emailed us and are awaiting a response.**

Campaichean Sradagan

Poileasaidh ‘Cur dheth’ Cancellation Policy

We understand that plans can change. The following policy outlines how cancellations, refunds, and changes to bookings are handled to ensure clarity for all families and to help us deliver high-quality camp experiences.

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1. Cancellations Made by Parents

More than 30 days before the camp start date

- Full refund of any sums paid, **minus the non-refundable deposit**.

15–30 days before the camp start date

- 50% refund of all fees paid **excluding the deposit**.

14 days or fewer before the camp start date

- Within this timescale it is likely no refund will be made as staffing, materials, and camp resources will already have been secured. A refund will only considered, at our discretion, if we manage to reallocate a child’s place on the camp.

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2. Non-Refundable Deposits

- All deposits paid at the time of booking are **non-refundable**.
- Deposits may be **transferable** to another camp date within the same year if availability permits.
- Transfers must be requested within **14 days of booking.**

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3. Changing Camp Dates

- Families may request to move a booking to a different date. However, please note that our camps are extremely popular and it is unlikely we will be able to accommodate a change of date.
- Changes made:
    - **More than 14 days before camp**: Subject to availability, free of charge.
    - **Within 14 days of camp**: Treated as a cancellation; no date change allowed unless due to exceptional circumstances.

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4. Cancellations by Comunn na Gàidhlig

If we must cancel a camp due to low enrolment, staffing issues, or unforeseen circumstances before the camp is due to start:

- Families receive a **full refund**, including the deposit.
- Alternatively, families may choose to transfer to another available camp date, if this option is available.
- Parent/guardians will be notified of the cancellation as soon as possible.

Should we need to cancel a camp which has already commenced due to illness outbreaks or for other unforeseen circumstances;

- Families will receive a **partial refund** which will be dependant on how many days campers completed of camp. For example, during a 5 day camp, if campers were able to complete 3 days out of 5, a refund of 40% will be issued. This refund is only available if the camp has had to be cancelled to **all participants.**

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5. Illness & Emergencies

We understand that unexpected situations happen.

- If your child cannot attend due to illness or a family emergency, please notify us as soon as possible.
- We may offer a **partial refund or camp transfer**, depending on circumstances and available space.
- If your child falls ill at camp or becomes homesick whilst in our care and needs to return home, a parent or guardian will be required to collect the child. In these situations**, no refund** will be issued.

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6. No-Shows

- If a child does not attend camp without prior notice, **no refund** will be issued.

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7. Late Arrivals / Early Departures

- Refunds are not provided for late arrivals or early departures due to schedule conflicts, travel, or personal reasons.

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8. How to Cancel

To cancel or request a change, please contact oifis@cnag.org.