

## FZY Summer Camp 2024 Cancellation Policy

- 6.1 If an Applicant wishes to cancel their place on the Programme, the Applicant must contact FZY in writing.
- 6.2 An Applicant who cancels a place prior to the 11<sup>th</sup> March 2024 will be entitled to a refund less the Administration Fee. If FZY informs an Applicant that their Application has been unsuccessful or that their place has been withdrawn prior to the 11<sup>th</sup> March 2024, the Applicant will be entitled to a full refund less the Administration Fee. Full details of deposit and balance payment deadlines can be found in the Booklet.
- 6.3 Any Applicant who cancels after the 11<sup>th</sup> March 2024, or if their place has been withdrawn for breaches of the Code of Conduct after the 11<sup>th</sup> March 2024, will be entitled to a refund on the basis set out in clauses 6.3.1 to 6.3.4 below or liable for an outstanding balance if amounts remain due and owing to FZY.
- 6.3.1 61 days or longer prior to departure date: 100% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.2 From 31-60 days prior to departure date: 50% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.3 From 15-30 days prior to departure date: 20% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.4 From 1-14 days prior to departure date: 0% of amount paid (or payable).
- For the avoidance of doubt, if any monies are still outstanding at the time of cancellation, the Participant will be liable for these costs subject to the terms of the Cancellation Policy.
- If an Applicant cancels their application or place on Summer Camp, a re-application will only be accepted by FZY at its sole discretion.
- 6.4 If an application is rejected by FZY for reasons relating to medical, welfare, operational and/or suitability for the programme then the Applicant will be entitled to a full refund less the Administration Fee.
- 6.5 However, for the avoidance of doubt if a Participant and/or the Parent/Guardian cancels the Participant's place on Summer Camp for medical and/or welfare reasons that are covered by the NHS, the Cancellation Policy will apply and it is the responsibility of the Parent/Guardian to file an insurance claim through their own insurance policy.
- 6.6 If the Applicant fails to complete the Application Form or fails to provide subsequent information requested of the Applicant by FZY and/or fails to pay the balance as required, FZY reserves the right to cancel the application for Summer Camp and it will be considered that the Applicant has cancelled the application for Summer Camp and the Applicant will be liable under the terms of the Cancellation Policy.
- 6.7 If a cancellation is due to the illness or death of the Participant or an immediate family relative of the Participant or is due to other exceptional circumstances as determined by FZY

and provided that the Participant provides FZY with a valid medical or death certificate or independent verification of the exceptional circumstance (if requested) then FZY shall refund the monies paid less the Administration Fee and any third party cancellation costs or charges incurred by FZY and the Organisers as at the date of the cancellation.

6.8 If the Participant fails to arrive at their outbound travel and has failed to contact FZY to explain why circumstances have delayed the Participant and to obtain approval for a change of arrival date, then FZY retains the right to cancel any other arrangements booked with FZY. No refund will be made for any unused arrangements in these circumstances.

6.9 If FZY choose to cancel the programme (for example, if insufficient numbers of participants apply), you will receive a full refund of any costs you have paid to FZY.

6.10 If FZY have to cancel the programme, or feels it is prudent to cancel the programme in the interests of FZY (including in the interests of the health and safety of the participants attending the programme), as a result of an event outside of its control (for example, changes to (or uncertainty as to the status of) official travel advice or guidance, acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation, guidance or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination), you will receive a refund of the costs you have paid to FZY for the programme only to the extent that FZY has been able to recover such costs from its third party suppliers or insurers.