

## BBYO UK and Ireland Trek Away Cancellation Policy

### **Covid-19 Cancellation**

We are working hard to ensure that BBYO residential events go ahead this summer. We are constantly monitoring government guidance and appreciate your patience and cooperation as we adapt our activities in the safest way possible.

We will observe all relevant Covid-19 regulations to deliver our BBYO summer programmes. We are taking every reasonable step to create a Covid-secure environment for our summer activities.

It remains possible that the pandemic will force us to cancel Summer Programmes. BBYO will use its best endeavours to safeguard money paid for programmes to offer as close to a full refund as possible.

We must state that some costs incurred by BBYO may be unrecoverable, such as irrevocable payments already paid or committed to the suppliers. BBYO cannot guarantee full refunds in this instance.

### **Please note:**

- We reserve the right to make significant changes to the programme or dates to adapt to Covid-19 restrictions and cannot guarantee a full refund in such scenarios.
- There may be additional personal cost to families to cover supplementary Covid-19 restrictions and regulations, for example testing and quarantine.
- Participation in an international BBYO programme is subject to meeting the entry and departure requirements of the country of departure and of the country where the activity is taking place.
- BBYO will not be held responsible for any consequences associated with Covid-19.
- Participants must recognise the possibility of Covid-19 transmission and risks associated with a residential event.
- BBYO may require participants to have a Covid-19 test at any time. Failure to comply may lead to immediate dismissal of the participant from the programme and their return to their home at their own cost.



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- If a participant is unable to participate due to any reason related to Covid-19 (or otherwise) or has to be collected from the site for any reason (such as infection or isolation), they will be considered to have cancelled their place and no refund can be guaranteed.

### Insurance

We encourage each participant to take out their own personal insurance policy at the time of registering for a summer programme, including cancellation or curtailment cover.

### Payment Timeline

Date	Payment
9 <sup>th</sup> February	Deposit due
28 <sup>th</sup> April	Final payment due

### What happens if residential camps are cancelled?

We are constantly monitoring the guidance for the summer. If we are unable to run our residential camp, we will aim to run alternative programmes in line with government guidance. We want to ensure we are offering the summer of a lifetime to teens and aim to provide alternatives for all teens who have registered for a BBYO programme.

### What happens to my refund?

In the event of a COVID interruption to our arrangements, we will look to rearrange the trip and move all monies paid to a similar trip at a future date. If no suitable alternative date can be found, we will waive any cancellation charges that would ordinarily be payable and provide a full cash refund.

Full cash refund protection is applicable to all monies paid and refunds will be made in the event that your trip is interrupted by COVID, in the following circumstances:

- Any Government-imposed lockdowns, regional or national, in either the UK, Ireland or at the destination, that prevent travel;
- DfE, Education NI, Education Scotland and Welsh Government guidance against school travel;
- Inability to travel due to quarantine of a group member as a result of Government guidance;



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What if I cancel for reasons unrelated to Covid-19?

Cancellation date	Cancellation charge
Prior to 30 May	Any deposits paid will be retained
30 May to 27 June	50% of the full course cost will be retained
From 28 June	100% of the full course cost will be retained

Please note: BBYO Programmes are subject to variation, change or cancellation.