

Camp QE
CANCELLATION POLICY

1. INTRODUCTION

- 1.1. This Cancellation Policy forms part of you of our contract with you. It should be read in conjunction with
 - 1.1.1. the Registration Form
 - 1.1.2. the Terms and Conditions
 - 1.1.3. the Attendee Code of Conduct

2. CANCELLATION BY YOU

- 2.1. Camp QE includes the provision of catering and leisure activities and services for the period of performance of your booking.
- 2.2. As such, your statutory 'cooling off' right to cancel within 14 days of the date on which you enter into a legally binding contract with us do not apply.
- 2.3. However, we offer a goodwill guarantee which entitles you to change your mind and cancel the contract within 14 days of us first contacting you to confirm your booking and receive a full refund of all sums received from you, except that you do not have a right to change your mind on or after the start date of your Camp QE booking, even if the 14 day cancellation period is still running.
- 2.4. You must cancel by emailing us at campqe@qe.org. Your message should have the subject "Cancellation" and should state clearly that you wish to cancel your Camp QE booking.
- 2.5. For the avoidance of doubt, if you do not cancel within the period referred to at clause 2.3, you will not be entitled to change your mind and shall not be entitled to a refund of any charges received from or otherwise payable by you. All charges for Camp QE shall remain due and payable. This does not limit any right you have to end the contract under clause **Error! Reference source not found.** of our Terms and Conditions, or if you have a legal right to end the contract because of something we have done wrong.

3. CANCELLATION BY US

- 3.1. We may cancel your Camp QE booking at any time where we have a good reason for doing so. For example, we may do so if we are unable to fill all the places on Camp QE or where circumstances beyond our reasonable control (such as but not limited to war, disease outbreak, natural disaster, or terrorist attack) which prevent us from delivering the Camp QE you have booked.
- 3.2. We will make every reasonable effort to give you as much notice of cancellation as possible.
- 3.3. If we cancel your Camp QE booking in these circumstances, we will reimburse to you all payments received from you. This shall be the limit of our liability to you. We may, as an alternative to cancellation, offer to defer or delay the Camp QE booking or offer the Attendee

a place on a different Camp QE. You may reject such an offer and insist on cancellation and reimbursement.

- 3.4. Paragraph **Error! Reference source not found.** of the <<Terms and Conditions>> sets out the circumstances in which we may terminate your Camp QE booking for medical reasons and explains the extent to which we will refund the payments you have made to us.
- 3.5. Paragraph **Error! Reference source not found.** of the <<Terms and Conditions>> sets out the circumstances in which we may terminate your Camp QE booking following a removal of the Attendee and explains the extent to which we will refund the payments you have made to us.

4. OUR LIABILITY TO YOU

- 4.1. If we cancel a Camp QE course, our liability to you will be limited to a reimbursement of the payments you have made to us for the Camp QE booking.
- 4.2. If you are entitled to a refund we will endeavour to refund you as soon as possible and in any event within 14 days of you cancelling your booking. We will endeavour to refund you by the method you used for payment.
- 4.3. We do not accept any liability be it financially, consequentially, or otherwise for any acts or omissions of the Attendee nor will we reduce/refund/waive fees or additional charges where the Attendee does not attend, participate in or otherwise make use of the service provided due to sickness, accident, loss, damage, suspension, exclusion, expulsion, or withdrawal (in any case whether temporary or permanent).