

## Payment Methods:

- Payment by BACS should be made to  
Account 00095026                      Sort code 40-52-40  
A copy of the completed form “A” or “B” (from Campsite booking document attached to confirmation of booking email) should be emailed to [office@girlguidingsurreywest.org.uk](mailto:office@girlguidingsurreywest.org.uk)
- Cheques to be made payable to “Girlguiding Surrey West - Herons Wey” and sent, together with completed form “A” or “B”, as appropriate, to:  
Girlguiding Surrey West, Midway House, Wharf Road, Guildford, GU1 4RP

Receipts will be sent by email. If you require a paper copy please send an SAE.

## Late Payment, Cancellation & Refund Policy

### 1. Payment Schedule

- a. Once you know the site is available (check the website to see this) for the dates you request then the deposit, which is non-refundable, must be received within 14 days.
  - i. Upon receipt of the deposit we will confirm the booking to you and mark the availability as booked
  - ii. Should the deposit not be received within 14 days then the booking will be cancelled and the dates made available for other groups to book
- b. The Balance of fees is due at least 28 days before the start of your stay
  - i. We will remind you 6 weeks before and again, should payment not have been received, 4 weeks before your stay is due to begin
  - ii. The Key code to access the properties will only be given to you when the balance is paid
  - iii. Should the balance not be paid 3 weeks before your stay is due to begin then this will be treated like a cancellation by you (see below)

### 2. Cancellation by You (the hirer)

- a. All cancellations made by you must be in writing to the Girlguiding Surrey West County Office.
- b. If you cancel more than 6 weeks before the start of your stay then any monies paid EXCEPT THE DEPOSIT (which is non-refundable) will be refunded to you within 28 days
- c. If you cancel less than 6 weeks before your stay is due to start, then the site will be re-advertised to try to let it again.
  - i. Should the site be let then any monies paid by you will be refunded within 28 days EXCEPT THE DEPOSIT (which is not refundable)
  - ii. If the site is not let then you will be charged the minimum site fee for each of the nights originally book and this must be paid within 14 days. Failure to pay may result in your group being prevented from booking both Paxmead and Herons Wey/Weyside for a period of up to 5 years
  - iii. Hirers are advised to take out insurance against cancellation wherever possible

### 3. Cancellation by Girlguiding Surrey West

- a. If Surrey West should cancel your booking for any reason then you will be refunded in full any monies paid, including the deposit, within 28 days
- b. The Hirer will not receive compensation for the cancellation other than the refund of fees paid

