



Cancellation Policy

Introduction

RYA Scotland runs a number of regular events and occasional or one off events for which we make a charge.

Historically each event has had its own cancellation policy which has varied depending on the department responsible for the event. The move to introduce online booking and payment for our events has brought about a need for a singular policy which encompasses all our chargeable events.

The purpose of this policy is to clarify for our customers our position should they choose to cancel their booking for one of our events.

ONLY the final section of this policy document need be published alongside each event booking form.



RYA Scotland Cancellation Policy

RYA Scotland runs a number of regular events and occasional or one off events for which we make a charge. Bookings are accepted on the understanding that full payment is received by the closing date for each event. No booking is confirmed until full payment has been received.

Closing Dates

Unless specified on the event booking or registration form, the general closing date for RYA Scotland events is **fourteen days** before the date of the event.

On occasion closing dates may be extended where circumstances necessitate this. These extensions will be publicised on the event page on our website and through our social media channels. Extended closing dates do not affect our policy on cancellations.

Cancellation

Cancellation of a booking notified in writing (email is acceptable) to the RYA Scotland Office, **fourteen clear days** or more before the date of an event will receive a full refund.

Cancellation of a booking notified in writing to the RYA Scotland Office, **less than fourteen clear days** before the date of an event will not receive a refund.

Extension for RYA Members

Pathway, Personal, Associate and Accredited RYA Members may cancel a booking they have made by notifying the RYA Scotland Office in writing, up to **seven clear days** before the date of the event and will receive a 50% refund. Cancellations from Members must be accompanied by their current and valid membership number for which all membership fees have been paid. Refunds will not be made without this number.

Membership of an RYA affiliated club does not constitute membership of the RYA and does not qualify for this extension.

Cancellation by RYA Scotland

Occasionally it is necessary for RYA Scotland to cancel an event that we have organised and for which we make a charge. In these circumstances we will offer a full refund of the event fee paid.

Refunds

We will make every effort to process a refund as soon as possible but individuals should allow up to ten working days for refunds to reach them.