

## **MPG CANCELLATIONS POLICY**

### **1. PRINCIPLES**

- a) any refunds must be seen to be fair and reasonable
- b) the refund process must not take excess effort of MPG volunteers
- c) if a deposit is requested this may only be returned when the trip is fully booked and a substitute for the person cancelling is found
- d) any final balance (or the full amount if no deposit is requested) may be refunded where MPG has not made financial or contractual commitments for that person, or a substitute has been found, provided that the minimum viable number of participants has been reached
- e) where there are multiple cancellations, expenses that can be saved as a result of the cancellation will be divided pro-rata to the amount paid among those cancelling, without regard as to which cost was saved by which cancellation
- f) decisions about refunds must not take into account in any way whether or not the member is able to claim under their travel insurance

### **2. PROCESS**

- a) Trip organisers should define for each trip the minimum viable numbers, planned numbers and maximum numbers
- b) For trips requiring deposits, the amount requested should be sufficient to cover any costs expected to be incurred before the final amount is requested and also to cover any fixed costs, on the assumption that the trip achieves planned numbers; the treasurer's advice should be sought before setting the deposit amount
- c) When a cancellation is received this should be passed to the trip organiser who has discretion, in consultation with the chairman and/or treasurer if necessary, subject to the above principles, to determine what action should be taken
- d) Refunds of deposits are made on a first come, first served basis and will be refunded as soon as the deposit from the substitute member has been received; other refunds are held until after the trip
- e) Once the trip organiser has approved a refund, he/she should confirm the amount with the treasurer before confirming the approval to the member requesting the refund
- f) Once the treasurer has confirmed the amount, the trip organiser can confirm the approval to the member, and pass the request to the treasurer to make the refund

### **3. WHOLE TRIP CANCELLATION**

If the Management Committee judges it necessary or advisory to cancel a trip then a partial refund of amounts paid by members will be made, after deducting costs already incurred or committed and any bank charges or currency losses. If the amount of the refund is under £25 then it will instead be treated as a donation, to reduce administrative work by volunteer members. This is in line with the nature of MPG being a mutual support group of members and not a commercial tour operator. Members will remain responsible for all personal costs which they may have incurred in relation to a cancelled trip, e.g. travel insurance and flight costs.