



OutdoorLads Refund Policy (Event Bookings)

Last updated	May 2019
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This Refund Policy is for event bookings made on or after 1st June 2019.

For bookings made before 1st June 2019, the [former Refund Policy can be found here.](#)

You can cancel your place on an event or on a waiting list at any time up to the moment that booking closes. Simply go to the event page, click the cancellation button and then confirm your decision. Any refund due will be then be made by our office team within a few days - you don't need to do anything else.

For event bookings cancelled more than 28 days before the event start time:

If you cancelled within 48 hours of booking, you will receive a full refund (less £5.00 administration charge). This 48-hour cooling-off period starts from the time of your original booking irrespective of whether you are booking onto a waitlist or onto a place on the event.

Cooling-off periods do not apply to orders cancelled 28 days or less before the start time of the event.

If you booked more than 48 hours before you cancelled, 80% of the order value will be refunded (subject to a minimum administration charge of £5.00).

For event bookings cancelled more than 21 days and up to, and including, 28 days before the event start time:

60% of the order value will be refunded (subject to a minimum administration charge of £5.00)

For event bookings cancelled more than 14 days and up to, and including, 21 days before the event start time:

40% of the order value will be refunded (subject to a minimum administration charge of £5.00)

For event bookings cancelled more than 7 days and up to, and including, 14 days before the event start time:

20% of the order value will be refunded (subject to a minimum administration charge of £5.00)

For event bookings cancelled up to, and including, 7 days before the event start time:

No refund is due.

For waiting list bookings cancelled at any time:

If you are on a waiting list and decide to cancel your booking you will receive a full refund with no administration charge deducted.

Please note that if you are on a waiting list and are promoted onto an event at any time before the event closes you will have immediately become an attendee. If you subsequently decide to cancel your place, any refund due will be calculated as a confirmed booking like all other attendees (and the potential 48 hour cooling off period for event bookings as described above also applies). The waiting list refund option no longer applies.

Hence if you are on a waiting list and decide at any time that you no longer wish to attend should you be successful in gaining a place on the event, you should cancel your place on the waiting list (and receive a full refund with no administration charge deducted) BEFORE you gain a place on an event.

If you are still on a waitlist for an event when the event booking closes, then unfortunately you have not succeeded in gaining a place on the event. You will automatically receive a full refund with no administration charge deducted.

An important note:

Members sometimes ask if they can be given a full refund if, when they cancel their place, there is someone already on the waitlist who might take it. Their logic is that OutdoorLads will otherwise receive income from two members for one event place. We would like to be clear that, under both the current and the new Refund Policies, a full refund is not given in this circumstance because:

1. It would encourage members to speculatively book popular events (where there is likely to be a waiting list) that they are not really committed to attending, to then 'squat' their event place and only decide much later, even at the last minute, whether or not they wish to attend. Cancelling does enable someone on the waiting list to attend the event, but it imposes unfairly on that person, who has genuinely wanted to go on the event the whole time but only gets to find out they have gained place late, even at the last minute, having been on hold for the wait list period.
2. If the cancellation is made in the immediate run up to the event, and the Member promoted from the wait list then also decides to cancel, it would then be the Member who held the place for weeks or months only to cancel at the last minute that would receive the full refund, and the Member who had been on the waitlist, without a guarantee of attending, who would get no refund. That's clearly not fair on the wait list member.
3. It would require us to make up the lost income by increasing the event prices for all Members, which would further disproportionately reward those who book speculatively, have a guaranteed place, and then cancel and would penalise those who pay full price to join a waiting list, with no guarantee of attending.
4. In the interests of fairness, it's not right to make refunds available to those who had booked onto events that are sold out and have a waiting list, but not to those who have booked onto events that still have places available.

Please take care therefore to actively manage any event bookings and waitlist bookings that you make, and to cancel them as soon as you decide that you no longer wish to attend an event. The Refund Policy is designed to promote considerate and respectful behaviour amongst all our Members.