



The Sheiling Trust Refund Policy

We recognise that the families coming to camp are often living by faith and money is tight, so we endeavour to refund where-ever possible, while at the same time remembering that reconnect is a charity, and campers fees do not cover the cost of camp, and we need to be good stewards of our funds.

Refunds are always the discretion of the reconnect strategy team and will be decided on a case-by-case basis. Refunds are usually processed in November at the leader's strategy meeting after the relevant camp.

Deposits are not refunded, except in unusual circumstances.

Balance of payments refunds are considered depending on circumstances and timing, following these guidelines:

1. If the family has been unable to return to the UK in time, due to visa/flights or quarantine issues.
2. Unforeseen family circumstances e.g. a medical emergency.
3. Timing - if there is enough time to offer the place to another camper
4. How full the camp is - if another camper has filled the place.

Contest – If, after an initial decision has been made, families are not happy with the result, they may email the chair of The Sheiling Trust who will discuss with the other trustees their request. The trustees' decision will be final in this regard.

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