**CI Adventures – DofE Cancellation Policy**

When an individual enrols for a DofE Award it requires an amount of planning and administration, earmarking equipment, booking employees, securing freelance staff and reserving venues. This process begins some time before any classroom session or expedition, as such this cancellation policy attempts to reflect the work undertaken in the event of a cancellation whilst having regard to the continued support of any client.

**Cancellations by the individual**

Upon enrolment the individual is registered with the eDofE, and administration and group planning commences. Consequently, cancellation after enrolment (completion of the online form) means that the first payment is non-refundable.

If the individual cancels their participation in the Practice and Assessed Expeditions less than one month before the Practice Expedition is due to take place the full programme fee is still due.

If the individual cannot attend any scheduled Practice or Assessed Expeditions the full programme fee is due.

If the Practice Expedition is attended but not the Assessed the full programme fee is still due.

**Cancellation by CI Adventures**

In the unlikely event that CI Adventures has to cancel a booking we will attempt to reschedule it to other dates. If this is not possible CI Adventures will refund any monies paid by you over and above the first non-refundable payment. CI Adventures cannot be held responsible for any costs incurred by you resulting from the cancellation.

**Cancellations outside the control of you or CI Adventures**

In the event that your booking is cancelled because of natural disasters, extreme weather or government directive/legislation there may be a cancellation fee to cover costs incurred by CI Adventures which may be, in extraordinary circumstances, up to the full programme cost.