

RCHS BOOKING AND REFUND POLICY

Booking, Payment & Cancellation Terms

1. Booking Deposit

A deposit of £60 per person is required at the time of booking. The deposit must be paid to Ruislip Central Horticultural Society (RCHS) via the Society's online booking facility in order to secure your place on the trip.

2. Deposit – Non-Refundable

The £60 per person deposit is strictly non-refundable. By making a booking and paying the deposit, you acknowledge and accept that this deposit cannot be refunded in the event of cancellation, regardless of the reason for cancellation.

3. Final Payment

The remaining balance must be paid in full no later than 1 May 2027. Invoices for the outstanding balance will be issued by RCHS during April 2027. Failure to make the final payment by the stated deadline may result in the cancellation of your booking and the loss of your place on the trip.

4. Cancellation After Full Payment

Once the full balance has been paid, the booking is considered confirmed, and payments are non-refundable, except in the circumstances outlined below.

5. Resale of a Cancelled Place

Should you need to cancel your booking after making full payment, RCHS may, at its discretion, attempt to resell your place.

A refund will only be considered if the place is successfully resold and the replacement payment has been received by RCHS.

Where a cancelled place is successfully resold, 90% of the total amount paid by the original passenger will be refunded. The remaining 10% will be retained by RCHS to cover administration, payment processing and other costs associated with the cancellation and resale of the place.

If a replacement passenger cannot be found, no refund will be payable.

6. Transfer of a Booking

Any proposed replacement passenger must be approved by RCHS before a booking can be transferred. The replacement passenger must agree to and comply with all applicable RCHS booking terms and conditions.

7. Acceptance of Terms

By making a booking and paying the deposit, you confirm that you have read, understood and accepted these Booking, Payment and Cancellation Terms. RCHS strongly recommends that all passengers arrange appropriate travel insurance covering cancellation, curtailment, illness, personal accident and other unforeseen circumstances for the duration of the trip.