

To whom it may concern

As you will be aware, the COVID-19 emergency has had a significant impact on the residential camps industry. Many school camps and excursions have been cancelled and other groups are taking the difficult decision to cancel their camp as our community responds to this health challenge.

Our standard cancellation policy states that a booking cancelled less than three months prior to the scheduled date will incur a charge of 30% of the estimated numbers and a camp cancelled more than three months prior to the commencement would forfeit the booking fee. However, due to the unprecedented challenges posed by COVID-19 we would like to reassure you that these policies will NOT apply with this health crisis continues to impact residential camping.

What we are going:

- We are working with all our visiting groups to try to reschedule camps.
- We will transfer your booking free to new dates.
- If no suitable alternative date can be found, we will fully refund your booking. (Please note that this policy only applies to camps that cannot occur due to the impact of COVID-19 and related to travel and gathering limit restrictions).

Thank you for your understanding and support.

Yours sincerely,



Debi Slinger
Compliance Manager
UC Camping