

Gilwell 24 and Fundays 2020 cancelled – everything you need to know.

Following the Government's guidance, the Scouts have suspended all face-to-face Scout meetings, activities and events for the time being. Sadly, this means we have decided to cancel two of our Scout Adventures events - Fundays and Gilwell24.

We're sure you've got many questions, so we've collected some of the most frequently asked ones below. Before contacting us, please have a read through. If your question isn't listed, please email us:

- For Fundays - info.request@fundays.org.uk
- For Gilwell 24 - gilwell24@scouts.org.uk

For the latest news please keep an eye on our dedicated webpage <https://www.scoutadventures.org.uk/coronavirus>. For specific guidance on the virus, the latest government advice can be found here www.gov.uk/coronavirus

Why have Fundays and Gilwell 24 been cancelled?

Following the Government's guidance, the Scouts have suspended all face-to-face Scout meetings, activities and events for the time being. Sadly, this means we have decided to cancel two of our Scout Adventures events - Fundays and Gilwell24.

Given this guidance, all face-to-face Scout meetings, activities and events must be suspended from Tuesday, 17 March 2020. This suspension applies to young people and adults, and will be until further notice.

We must continue to respond to the developing situation in a calm, measured and appropriate way. We will continue to follow official guidance. The safety of everyone involved in Scouts, both young people and adults, is our number one priority. That is always at the heart of our decision making.

Are Fundays and Gilwell 24 going to be rescheduled in 2020??

In these uncertain times, we're unable to set a new date for both events in 2020 – we'll all need to wait another year! But that will give us time to prepare an amazing programme for 2021, and we're already excited.

Save the dates!
Fundays: 12th and 13th June 2021
Gilwell 24: 9th to 11th July 2021

I will be 18 for next year's Gilwell 24, can I still come?

Gilwell 24 is an event for Explorers – if you're 18 years or older in 2021, you won't be able to attend the event as participants. But there are many other exciting ways to get involved though – join one of our event teams in a support or lead role. If you're interested in joining our event logistics or programme team, email us in November.

I've paid already, will I get a full refund?

Yes, if you've paid for your booking, you'll receive a full refund. Please be patient and we will contact you with the next steps.

I've made a booking but we haven't paid yet, do I need to do anything?

No, you don't. We'll cancel your booking and will email you to confirm the cancellation.

When will I get the refund?

That will depend on your method of payment, but don't worry we'll email you with a detailed description of the process. If you chose to:

- Pay online when making the booking, the refund will be actioned immediately and the money should go back in your account within 7 days or less. Please check the account linked to the card you used for the booking and only contact us if the money hasn't arrived 7 days after the refund process was initiated.
- Pay by BACS or cheque payment, we will contact you to ask for bank details to issue the refund. In this case refunds may take up to 60 days.

How will I get my refund?

We want to make the process as easy as possible for you – we're sure you've got a lot going on! The process will follow these steps:

1. We'll get in touch to initiate the refund process
2. Depending on your method of payment we may ask you to confirm your bank details
3. We will process the refund to your account
4. You will receive the money and you can start planning for events in 2021

Do I need to do anything to receive the refund?

If we need you to do anything or confirm any details, we'll be in touch via email.

Who should I contact for a refund?

The Scout Adventures team will get in touch with you regarding your refund. Please be patient as we are dealing with a high number of enquiries now. You'll hear from us within the next few days.

Will you refund any other costs incurred?

Unfortunately, we won't cover other costs incurred.

I recently sent a cheque, what should I do?

Check your account to see if the cheque has been cashed. If it has been, we'll be in touch about a refund. If the cheque hasn't been cashed yet, rest assured that we won't bank any cheques received after the 17th March 2020. We would suggest you get in touch with your bank and cancel the cheque; all cheques received after 17th March 2020 will be destroyed.

Are Gilwell Reunion, JOTA/JOTI and Scarefest still going ahead?

To be honest – we don't know. We'll continue to follow the Government's advice and guidance and will make a decision later in the year. At the moment, we're still working under the assumptions that these events will go ahead, but this could change. Whatever happens, we'll try our best to keep you up-to-date. We suggest you check our Facebook pages and websites for the latest news.

I've bought merchandise through Scout Store, will I get a refund?

Please get in contact with the Scouts Store team via email at customer.services@scoutshops.com or using the Live Chat option on the website <https://shop.scouts.org.uk/about-us/contact-us>. The Scout Store team will advise you on your options.