

# Deposit Retention Policy

## Policy Statement

Ufton recognizes the importance of effective resource allocation to fulfil its charitable objectives. This policy outlines the guidelines for the retention of deposits received from schools, organizations, and individuals who do not fulfil their booked visits to Ufton, without rebooking, within a specified time frame.

## Scope

This policy applies to all deposits received from schools, organizations, and individuals for visits and activities at Ufton.

## Deposit Retention Procedure

1. **Booking Confirmation and Deposit.** Upon booking a visit or activity, Ufton requires a deposit to secure the reservation. The deposit amount is communicated during the booking process.
2. **Visitation Agreement.** By submitting the deposit, the booking party agrees to the terms and conditions of the visit, including the visit date and any associated costs.
3. **Deposit Retention Period.** If the booking party neither fulfils the original booking nor rebooks within two years of the original date, the deposit will be retained by Ufton.
4. **Use of Retained Deposits.** Retained deposits will be used to further Ufton's charitable objectives, including but not limited to enhancing educational programs, maintaining facilities, and supporting community outreach initiatives.
5. **Communication.** Ufton will communicate the deposit retention policy to all booking parties by having the policy available on our website and during the booking process.
6. **Appeals and Exceptions.** In exceptional circumstances, Ufton may consider appeals for deposit refund or alternative use. Such appeals must be made in writing and addressed to the CEO. Decisions will be made on a case-by-case basis, taking into account the circumstances and impact on both parties.
7. **Review and Updates.** This policy will be reviewed periodically to ensure its effectiveness and alignment with Ufton's objectives. Any necessary updates will be made in consultation with relevant stakeholders.

**Effective Date:** this policy is effective from 1 September 2023 and applies to deposits from the last 5 years.

**Review Date:** September 2025