

## **Refund/Activity Fee Transfer Policy**

Because most of the fees that are paid for camps and events are actually spent or committed prior to the actual camp or event, refunds or activity fee transfers for Council and district camps and activities will be made only under the following conditions:

Request for cancellation of a reservation or activity fee transfer must meet one of the following criteria:

- A:** For the use of Council camps, summer camp, or any overnight camping event, a written request must be received by Volunteer Services at the Council Service Center at least thirty (30) calendar days before the event.
- B:** For all non-overnight events, a written request must be received by Volunteer Services at the Council Service Center at least fourteen (14) calendar days before the event.
- C:** Activity Fee Transfer requests must be for activities within the same calendar year, and can only be transferred once.

All requests for refunds must be made **in writing and submitted by the person who paid for the original reservation.** All refund requests received by the deadline will be processed by the Volunteer Services department at the completion of the event, and will require approval by a member of the Council Management Staff. Volunteer Services will request this approval.

Cancellation requests received by the required deadline, as stated above, will result in a full refund minus any non-refundable, non-transferable fees, as stated on each registration. Refunds will be paid by Council check and mailed to the person who submitted the original reservation.

The only exception to this policy is in the case of an emergency, injury, or illness. The exception request must be in writing and verified by a parent and/or guardian and a physician. The maximum available refund under this provision will be 50% of the total fee paid by the individual.

The implementation of the policy was November 1, 2017.

This policy supersedes any and all previously adopted or implied Refund Policies.