

## Program Refund & Cancellation Policy

We understand that plans change and do our best to be fair while still preparing safe, high-quality experiences for every child.

### Single-Day Programs & Drop-In Sessions

- A **\$25 processing fee** will be charged for any canceled single-day program or session.
- To be eligible for a refund (less the \$25 fee), cancellations must be made **at least 10 days before** the scheduled program date.
- **No refunds** will be issued for cancellations made **within 10 days** of the program.

### Multi-Day Camps (3–4 Day Camps)

- A **\$50 processing fee** will be charged for any canceled multi-day (week) camp.
- To be eligible for a refund (less the \$50 fee), cancellations must be made **at least 21 days before** the first day of camp.
- **No refunds** will be issued for cancellations made **within 21 days** of the camp start date.

### Additional Notes

- Cancellation requests must be submitted in writing by email.
- Refunds are processed back to the original form of payment.
- No refunds or credits will be given for children who violate or fail to follow program behavior policies.
- Transfers to a different camp or session are allowed for the same child only and must be requested within the same cancellation window (10 days for single-day programs and 21 days for multi-day camps). Transfers to another child are not permitted.
- Multi-day camps have a higher processing fee due to increased staffing, supply purchasing, and advance preparation required to deliver a safe, high-quality camp experience.