



General Cancellation Policy: Traditional and Pop-Up Camp

3/4/2021

All cancellations must be made by June 4th to receive a refund minus a 20% administrative fee. Cancellations made after this date will not be guaranteed a refund.

Transfer Policy

If you are interested in transferring your week of in-person camp to a different week, a \$25 administrative fee will be charged along with the cost of the week or day of camp. If you are interested in transferring due to illness, please contact Lauren Schmidt to discuss camp options.

COVID-19 Cancellation Policy

In the event of a full camp closure:

- If in-person summer camps are closed, families can choose to:
 - Transfer to a virtual option with no transfer fee. The balance will be refunded, and the administrative fee will be waived.
 - Receive a full refund. The administrative fee will be waived.

In the event one camp session closes temporarily due to COVID-19 exposure:

- Campers will automatically be enrolled in a virtual option. This option will not correspond to the original topic.
- Prorated refunds will be issued less the cost of the virtual camp (\$18 a day).
- The administrative fee will be waived.

In the event your camper has been exposed to COVID-19 and is quarantining at home:

- An alternative camp experience must be selected (themes will be different than the topic originally selected):
 - Transfer to a different week of in-person camp (pricing varies)
 - Transfer to a virtual week of camp (\$85/\$90)
 - Transfer to a pop-up camp (\$40/\$50)
 - Purchase a take-home pack for solo exploration (\$25/\$30)
- A refund will be issued less the cost of the alternative camp experience. The admin and transfer fees will be waived.
- If an alternative camp experience is not selected, refunds are subject to the traditional cancellation policy.

For questions, comments, or concerns, contact Camps and School Program Coordinator, Lauren Schmidt: (216) 321-5935 x 226