

# Camp Tawonga Cancellation Policy

The following cancellation policy applies to all Camp Tawonga programs, including those programs with waitlists. Please note that **Camp Tawonga will not entertain exception requests or grant exceptions to this policy under any circumstance.**

<i>Cancellation Timeline</i>	<i>Cancellation Policy</i>
91 days or longer before program start date	Fully refunded less \$150 non-refundable deposit
61-90 days before program start date	80% refunded, 20% fees forfeited
46-60 days before program start date	50% refunded, 50% fees forfeited
45 days or less before program start date	No refunded, 100% fees forfeited

Financial assistance families: For families who applied for financial assistance - you will have 14 days from the date of your final award offer to accept the award or cancel. If you cancel for **financial reasons only** within the previously mentioned 14 day period, you will receive a full refund of all fees paid less the non-refundable deposit. Any cancellations outside of the 14 day period will be subject to the standard cancellation policy described above.

If your child needs to be sent home from Camp for any reason, we will not provide full or prorated refunds.

If **Camp Tawonga needs to cancel before the start of a program**, you will have the option for a full refund.

If **Camp Tawonga needs to cancel a program once it begins**, we cannot and do not make any promises nor guarantees that we will be able to provide full or prorated refunds.

Fees for Camp Tawonga programming are non-transferable. As such, please note that if you forfeit any of your fees, you are not able to transfer them, either to another child/person's balance within your family or to another child/person outside of your family. Fees cannot be transferred to another program and cannot be transferred to a future year.

**Camp Tawonga will not entertain exception requests or grant exceptions to this policy under any circumstance. For this reason, we strongly encourage you to look into purchasing trip insurance to financially protect your Camp fees.**