

2025 Camp Tawonga Cancellation Policy

We hope that your family remains enrolled in the program(s) for which you register. However, we understand that cancellations do happen and we strive to ensure equity in our cancellation policy across all of our programs.

Because you may be registering for a program months before it begins, **we strongly suggest your family purchase a trip insurance policy** to cover the unlikely event that you need to cancel from a Tawonga program due to unforeseen circumstances (such as scheduling conflicts including school and sports team conflicts, camper or family medical diagnosis or illness, etc.). Like any vacation, the closer you get to the start of a program, the less refund is available to you and as such, a **trip insurance policy is the best way to protect your investment in Camp programs**. Please note that most trip insurance companies require a policy to be purchased within 15 days of enrollment.

The following cancellation policy applies to all Camp Tawonga programs, including those programs with waitlists. Cancellation requests must be received via email at registration@tawonga.org in order to be processed. Program deposits (\$150/program) are non-refundable. Please note that **Camp Tawonga will not entertain exception requests or grant exceptions to this policy**.

<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

Forfeited payments for Camp Tawonga programming may be transferred to an outstanding balance for a household member's registration and/or unpaid balance on remaining Tawonga registrations. If there is space in an upcoming program, your forfeited fees may be applied toward the registration for that program for your household. Registration status and fees may not be transferred to participants outside your household. Fees **will not be transferred as credits** to a future year and will be forfeited if not used in the same programmatic year.

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 (behavior, missing home, illness, etc.)**, 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.