



## Summer Camp Refund Policy

The Stamford Museum & Nature Center does not issue refunds for any Summer Camp programs outside of the initial 30-day period after full registration opens or if a program has been cancelled. Registrants assume full responsibility for changes in their or their children's schedules that may affect their ability to participate. While we understand that changes can occur, we strive to ensure that we have an accurate headcount for each camp and that we can offer open spots to waitlisted families, when available, in a timely manner.

Beginning February 10, 2020, our policy for withdrawal and session switches for SM&NC Summer Camp programs will be as follows:

\*Campers who are not eligible to attend a camp session due to incomplete paperwork will not be issued a refund or credit for time missed and are also ineligible to switch to another session.

\*Membership payments made in conjunction with or due to summer camp registrations are non-refundable.

### **Refunds**

\*Written withdrawal requests received prior to March 24, 2020 (30 days after full registration opens) will be issued a full refund less a \$30 cancellation fee.

\*Written withdrawal requests received after March 24, 2020 and prior to June 1, 2020, will be issued an account credit for the total tuition price paid less a \$30 cancellation fee.

\*Written withdrawal requests received after June 1, 2020 and at least 1 week before the start of the respective camp session, will be issued a 100% credit to the account minus a \$30 cancellation fee ONLY if the spot can be filled from the waitlist. If the spot cannot be filled, a credit or refund cannot be issued.

\*Written withdrawal requests received within 1 week before the start of the respective camp session or after a session has begun are not eligible for a refund or credit of any type unless deemed an emergency situation. These situations will be considered on a case-by-case basis by the Camp Director.

### **Session Switches**

\*Written requests for a switch to another camp session either within the same camp or in another camp program will be accommodated providing that there is space in the desired program, the camper is age-eligible for that program, and the request is made at least 7 days before the start of the session from which you wish to switch. A \$30 administrative fee will be assessed for each re-registration.

\*Written requests for a switch to another camp session either within the same camp or in another camp program received within 7 days of or after the start of the session from which you wish to switch will not be accommodated unless deemed an emergency situation. These situations will be considered on a case-by-case basis by the Camp Director.

\*If any program is cancelled by the SM&NC, in full or in part, a refund will be issued equal to the tuition for the cancelled portion without an administrative fee.

Any credits issued will be placed in the household's account and may be used by anyone in that immediate household. Credits are non-transferrable. Credits may be used for any SM&NC program or activity and will be good for 1 year from date of issue. If you have any questions concerning this policy, please contact the Camp Director prior to registration.