



Summer Camp Refund Policy
Updated May 15, 2020

The Stamford Museum & Nature Center does not typically issue refunds for any Summer Camp programs outside of the initial 30-day period after full registration opens. However, due to recent events, we are amending our refund policy for the 2020 season only, as follows below.

As we have a limited number of campers that we are enrolling this year and increased guidelines, it is more vital than ever that we have time to put rosters and staffing structures into place. We appreciate your support of our camp programs.

Beginning May 15, 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. **For the 2020 season, we are allowed to accept recently expired paperwork or last year's medical forms if a child's medical condition has not changed. If a child has a recent life-saving medication addition that was not present last year (i.e. a recent Epi Pen prescription) they must have new appropriate paperwork.**

*Membership payments & T-shirt purchases made in conjunction with or due to summer camp registrations are non-refundable.

Refunds

*Written withdrawal requests received prior to June 14, 2020, will be issued a full refund less a \$30 cancellation fee per camper.

*Written withdrawal requests received after June 14, 2020 and prior to July 6, 2020, will be issued an account credit for the total tuition price paid less a \$30 cancellation fee per camper.

*Written withdrawal requests received after July 6, 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 per camper 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.

*If a program or session is closed by the SM&NC, we will issue a full refund, without an administrative fee.

*Campers who are out due to illness, whether kept home by parents or deemed ineligible due to CDC guidelines (temperature, etc.), will not be eligible for refunds or credits.

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 through March 2022, which will allow for registration for summer camp 2021 and 2022. We reserve the right to change this policy, with notice, should the current situation change. If you have any questions concerning this policy, please contact the Camp Director prior to registration.