



# Cancellation Policy

Cancellations made 28 days prior to the camp will receive a full refund less an administration fee of \$15. For cancellations made 14 days prior will incur a cancellation fee of 50% of the registration ticket. If a cancellation is made within 14 days before the event there will be a cancellation fee of 100% of the registration ticket.

We can also credit for future camps or funds can be transferred to another participant.

Within 14 days of a camp start date, we do not offer a refund or credit for another camp. This is due to the minimum numbers of activities that need to be confirmed and costs that require covering at this point. However, you can transfer the registration to another participant for the same camp though.

## **What if I change my mind or my child no longer wishes to attend?**

If your child/ren decide that they no longer wish to attend, you can transfer their registration to someone else for the same camp or receive the refund as per the cancellation policy above.

## **What if my child is sick and not able to attend?**

If you are unwell, we ask that you remain at home, to prevent others from getting sick also. (Just like you would at School). If your child is sick before the event then we will offer our 14 day prior partial refund as stated above. However, if your child has become sick during camp and can no longer attend, it is simply not feasible for us to provide credits or refunds for days missed once a camp has commenced. (Our costs are fixed at this point and we are unable to re-sell your ticket).

## **What if a camp is cancelled?**

While cancellations on our part are rare, they can happen, we do everything that we can to avoid it. Although with government enforced lockdowns, sometimes these things are out of our control.

We will make every effort to reschedule or to move your kids to another camp. In the event that we cannot reschedule, or find an alternate camp you will receive a full camp refund less an administration fee of \$15.

