



## **SUPERNOVA SUMMER CAMP REFUND POLICY**

Welcome to Supernova Summer Camp. We are excited to have you join us this summer.

In the event that camp would need to close (for example, natural disaster or pandemic mandates), all campers would receive a 90% refund (minus 10% administrative and processing fees).

If you are unable to attend the camp that you registered for, please note that all refund requests must be submitted in writing by email.

### Refund Timing:

- If your refund request is received **60 days** or more before the start of camp you signed up for, you will receive a refund minus 10% processing fee (90% refund will be given); or credit minus 5% (95% refund will be given).
- If your refund request is received **45 days** before the start of your registered camp, you will receive a refund minus 30% processing fee (70% refund will be given); or credit minus 5% (95% refund will be given).
- If your refund request is received **30 days** before the start of your registered camp, you will receive a refund minus 50% processing fee (50% refund will be given); or credit minus 5% (95% refund will be given).
- If your refund request is received **15 days** before the start of your registered camp, you will receive a refund minus 80% processing fee (20% refund will be given); or credit minus 5% (95% refund will be given).
- *No refund or credits will be given less than 15 days without a doctor's medical note.*

Example: You registered for camp the week of July 19<sup>th</sup> and paid \$1,000 for the week but need to cancel May 1<sup>st</sup>. You have submitted a written request for a refund more than 60 days before the start of camp and therefore you would receive a refund of \$900 (-10%) or credit of \$950 (-5%).

\*\* The credit can be any member of the immediate family for any Supernova/Growing Tree/Little Tree program including Summer Camp, Afterschool program, Preschool program, Enrichment Class.

\*\* Credit may be transferred and available for use between immediate family members only.

### **I HAVE READ THIS POLICY.**

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Print Name of Child in Program/Participant

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Signature of Child in Program/Participant

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Date