

# WVRD Summer Day Camp Refund Policy



At the WVRD our goal is to provide exceptional summer camp programming and we want to make it accessible to as many participants as possible. It is imperative to the structure of our camps to know exactly how many participants are attending so we can staff accordingly. We understand that things happen and other opportunities present themselves, if your child is still interested in attending camp and there is still space we will work with you to switch your camper to a later session. In the event that this is not an option we have outlined our guidelines for refunds below:

## **Withdrawal**

- If you choose to withdraw your child within one week (7days) of the start date/session they are enrolled in we do not offer a refund.
- If you choose to withdraw your child within 21 days of the start date/session they are enrolled in we offer:
  - The option to transfer your child to an alternative session or:
  - A full refund less a 25% processing fee.
- If you chose to withdraw your child greater than a month (30 days) prior to the start date/ session they are enrolled in we are able to offer a full refund.
- A full refund will be made for a specified session in the event that the WVRD cancels said session

## **Medical Cancellation**

- Please let us know as soon as possible in the event that you need to cancel for medical reasons so that we can plan accordingly.
- Full refunds can also be arranged in the event of a medical emergency with a written note from a physician.

## **Drop In / 10 Day Pass**

- The purchase of a 10-day pass does not guarantee space availability. Please give us dates ahead of time to ensure that your child has a spot in a camp/session.
- We need at least 24 hour notice if you are going to change the day.
- If you choose to cancel in less than 24 hours that will be considered a “lost” day and you will not be refunded for the value of that day.

### **Field Trips**

- All campers must attend a regular day of camp before attending a field trip with us.
- Field trip fees are included with the weekly rate and are an additional fee for drop-in style campers.

### **Before Care**

- Please do not drop off your campers earlier than 8am.
- Before care runs from 8-9am with 24 hour advanced registration required.

### **Late Pick Up**

- You may choose to pick up your child as early as 3:45pm and as late as 4:05pm. After 4:05pm you will be charged \$5 for every 10 minutes as a **Late Pick Up Fee**.
  - *Ex: If parent picks child up at 4:15pm they will be charged \$5*

### **Photo Policy**

By registering for a class, activity or event, you give us permission to take and publish photos of your camper's participation, along with photo identification. Pictures may be used in brochures, flyers, website and social media channels for the Town of Waterville Valley.