

WVRD

Refund Policies



Program Refund Policy:

- If Waterville Valley Recreation cancels a program participants who have pre-registered will receive a 100% refund.
- Withdrawals made 3 or more business days prior to the start of a program will be refunded minus a 25% processing fee.
- Withdrawals made less than 3 business days prior to the start of a program will be refunded minus a 50% processing fee.
- Day-of withdrawals and/or failure to attend a program will not be refunded unless a specific medical emergency has been documented.

Summer Camp Refund Policy:

- Withdrawals made one week or less prior to the start date of a camp session will not be issued a refund.
- Withdrawals made 8 - 21 days prior to the start date of a camp session will be refunded minus a 50% processing fee. Registration and payment may be transferred to an alternative session at no additional cost if space allows.
- Withdrawals made 3 or more weeks (21+ days) before the start date of a camp session will be refunded minus a 25% processing fee. Registration and payment may be transferred to an alternative session at no additional cost if space allows.
- If Waterville Valley Recreation Department cancels a camp session participants who have pre-registered will receive a 100% refund.
- Day-of withdrawals and/or failure to attend a camp session will not be refunded unless a specific medical emergency has been documented.
- Day camp pass usage requires at least 24 hours advanced notice to cancel or transfer pass days. Days will be marked as used if 24 hour advanced notice is not provided. Unused pass days will not be refunded or carried over to the next summer.
- Field trip fees are included in the weekly day camp rate. Field trip fees are non-transferrable and non-refundable.

The Town of Waterville Valley Recreation Department will refund qualifying program registration fees by mail. Refunds will be mailed directly to the participant's address on file. Members may request refund amounts be applied to their household account to be used as payment toward future program registrations.