

ENOR Cancellation/Refund Policy

We understand that situations arise that make it necessary to cancel your child's camp registration. Our refund policy is outlined below.

Cancellations must be in writing to Camp Coordinator via email to srmoore@jeffco.us, or mailed to 15200 W 6th Ave., Unit C, Golden, CO, 80401.

Camp registration fees will be refunded according to the following schedule. All refunds are subject to a \$25 processing fee:

- Cancellations received 45 or more days prior to camp start date — 100% refund minus \$25 processing fee.
- Cancellations received between 45-30 days prior to camp start date — 50% refund minus \$25 processing fee.
- Cancellations received less than 30 days prior to camp start date forfeit full registration fee.

Refunds will be issued in the form of credit card refund or check depending on the method of payment. Refund checks may take up to 4 weeks and will be mailed to you.

Parents also have the option to transfer their child's registration fee to another camp week within the same calendar year, based on availability. There is no processing fee for this option.

Other cancellation policies are as follows:

Prior to Camp:

- Cancellations due to illness or accident **prior** to the camp session start date require a physician's written verification. Upon receipt of verification, we will issue a full refund minus \$25 processing fee

After your child's camp week has begun:

- No prorated credits will be issued for partial attendance at a camp session or missed days due to illness, behavioral issues, or any other reason
- Missed days of camp are non-transferable (e.g., missed Friday and want to come back next week for a day)

45-day cancellation deadline dates:

April 30 for the June 13-17 camp session

May 7 for the June 20-24 camp session

May 14 for the June 27-July 1 camp session

May 28 for the July 11-15 camp session