

## 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 [srmoores@jeffco.us](mailto:srmoores@jeffco.us), or mailed to 15200 W 6<sup>th</sup> Avenue, Unit C, Golden, CO, 80401.

Camp registration fees will be refunded according to the following schedule:

- Cancellations received by March 15 will receive a full refund, minus \$50 processing fee, per child that is registered.
- Cancellations received from March 16 to April 30 will receive a full refund, minus a \$100 processing fee, per child that is registered.
- Cancellations received on, or after May 1, forfeit full registration fee.

Refunds will be issued in the form of a 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 \$50 processing fee. Verification must be submitted prior to the child's session start date.

### **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).