

Refund Policy  
Effective January 1, 2025

Scouting America New Hampshire provides a range of programs and camping experiences for its members. The administration of these programs and camping experiences requires some upfront cost, such as program and camp supplies, or a certain deposit may be necessary if using an outside vendor.

### **General Policies**

- Required deposits are non-refundable.
- Unless otherwise noted, all cancellations by the participants will incur a 10% administrative charge.
- All cancellation requests must be made four (4) weeks or more prior to the start of each respective program or camping experience.
- In the event the Council must cancel a program or camping experience due to lack of attendance, mechanical failure at the camp, or something within its power, the Council will issue a 100% refund.
- Any fees paid to an outside vendor are subject to their refund policies, which may include forfeiting the fee. In this case, the Council is not responsible for any fees forfeited to an outside vendor.
- If a refund is approved, please allow 30 days past the end of the program or camp for the refund to be processed. Refunds will be paid in the same form of payment as the original purchase unless it is no longer feasible.

### **Weekend Camping**

If extenuating circumstances require a reservation to be canceled, the unit, organization, or individual may request a new date to transfer it. A Council employee must approve all requests to transfer the reservation.

Any cancellations requested less than four (4) weeks prior to reservation, the facility reservation fee will be forfeited.

### **Program Events**

Refund requests received 30 days or less before the start of the event or activity and more than 14 days before the participant's scheduled arrival will be refunded 50% of the paid fee.

No fees will be refunded less than 14 days from the start of any event or activity. All event or activity fees collected on-site are non-refundable.

Any fees paid to an outside company or agency are subject to their refund policy. Under this scenario, the Council is not liable for any forfeited fees.

If an event or activity is restricted to a limited number of participants, is sold out, and there is a waiting list of approved applicants, the prepaid event or activity fee will be refunded or transferred to another qualified, Council-approved participant.

If an event or activity must be canceled due to weather, and a weather make-up date is provided, the inability to attend on the weather make-up date is not justification for a refund.

### **Overnight /Day Camp**

**No refunds are available for cancellations made less than four weeks prior to the start of each session. Deposits are non-refundable.**

Campers who do not show up to a session will not receive a refund.

No adjustment to registration costs will be made for campers who are tardy, absent from camp, or are restricted due to disciplinary reasons.

In the event of illness or physical ailment preventing participation in camp, a signed statement from a medical doctor or healthcare practitioner must be provided. The written order must be provided to Scouting America NH, and only an employee of Scouting America NH may authorize a refund on a case-by-case basis. If one is granted, the participant will forfeit any deposits paid or money sent to another company for any additional activities.

In the event of a death in the family prior to the participant attending camp, please speak with the Camp Director, who may authorize a refund on a case-by-case basis. Unfortunately, if a death occurs while at camp, a refund cannot be given due to expenses already incurred.

*Scouting America New Hampshire cannot refund payments when sessions are cut short or canceled due to circumstances beyond our control. These may include, but are not limited to, wilderness area closures, forest fires, flooding, or other climate and environmental hazards that would prevent us from providing a safe and meaningful experience for all participants.*