

## Cancellation, Withdrawal and Refund Policy

**Please Note:** All requests for a refund must be made in writing and be accompanied by the original receipt. Non-attendance does not constitute notice of withdrawal.

**Health and Safety:** We reserve the right to ensure the health and well-being of all guests. Guests will be sent home, if there is infectious illness identified that may pose a risk to either staff or participants.

<b>Reason</b>	<b>You will receive</b>	<b>Notes</b>
Cancellation/Withdrawal of secured spot at camp.	Pro-rated refund, less administration fee of \$100.00	Must be reported in writing to Shadow Lake Centre at least 1 week before guest registered session. If a cancellation was to take place within a week of the guests registered session, they will only be refunded 50% of their registration fee less \$100 admin fee.
Cancellation/Withdrawal due to medical reasons.	Pro-rated refund, less administration fee of \$100.00	Cancellation/withdrawal due to medical reasons at least 1 week prior to guest attending camp. NOTE that a doctor's note is required. If a guest becomes sick while attending camp, a pro-rated amount will be refunded according to the time spent at camp. If a medical cancellation was to take place within a week of the guests registered session, they will only be refunded 50% of their registration fee less \$100 admin fee
Non-Attendance, late start, early departure	<b><u>No refund.</u></b>	There will be <b><u>no refund</u></b> for guests that have secured a spot and do not attend camp. There are no pro-rated refunds for partial attendance at camp.
Dismissal from camp	<b><u>No refund.</u></b>	If a guest is sent home from camp for any kind of misconduct (physical and verbal aggression, not abiding by camp policy and procedure and other inappropriate behaviours) there will be <b><u>no refund</u></b> for the current session and there will be a \$100 administration fee for each session the guest is registered in for the following weeks. The guest will not be welcomed back to camp for the rest of the summer. This also has repercussions for future sessions at camp. The following year, the individual will only be welcomed back with their own worker. This will be determined on a case-by-case basis.
Registration Changes and adding merchandise.		Changes to registration can be made 2 weeks prior to attending the session at no charge depending on availability. If changes need to be made within 2 weeks prior to attending, there will be a \$25.00 fee added per guest.