



museum of science and nature

## **Vacation & Summer Camp Cancellation/Refund Policy**

### **Cancellation/Refund Policy:**

Deposits and camp fees are non-refundable and non-transferable. Refunds of any portion of the camp fees (minus \$125 processing fee) may only be made when written notice of cancellation and a request for refund is received by May 1 for summer camp and four weeks before the start of vacation week camps.

### **Cancellations Due to Medical or Emergency Circumstances**

In some cases, refunds may be granted after the cancellation and refund period for medical or emergencies circumstances only. A written notice of cancellation with explanation of medical or emergency circumstances must be provided for a refund request to be considered. Additional documentation may be requested by the EcoTarium. Partial or full refunds for medical or emergency circumstances will be at the discretion of EcoTarium after reviewing the request. Refunds in full will be offered for campers or household member who have COVID-19 symptoms, exposure, or a positive test within two weeks of the start of camp session.

### **Inclement Weather**

Some activities may be cancelled when weather conditions are unsuitable. Alternative activities will be provided. Camp sessions are held regardless of weather, but programs may be modified due to inclement weather. Refunds are not given when activities are cancelled due to inclement weather.

### **Session or Program Age Level Cancellation**

If a program is cancelled due to insufficient enrollment, every effort will be made to place campers in a similar program. If the EcoTarium cancels a program/camp session and is unable to place camper in a similar program a full refund will be issued.

### **Changes in Cancellation and Refund Procedures**

EcoTarium may make changes to cancellation and refund procedures when considering the health and safety of campers and staff. No refunds will be given for campers arriving late, leaving early, dismissed from camp, or unable to attend all or part of a session.

**All requests for refunds MUST be in writing and emailed to**  
**[campdirector@ecotarium.org](mailto:campdirector@ecotarium.org)**