



## **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 \$75 deposit) 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 emergency 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. Full refunds will be provided for campers with COVID-19 symptoms, exposure, or a positive test result within the two weeks preceding the camp session.

### **Inclement Weather**

Some activities and camp days may be canceled when weather conditions are unsuitable. Alternative activities will be provided when able. No refunds will be given when activities or days are canceled due to inclement weather.

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

If a program is canceled due to insufficient enrollment, every effort will be made to place campers in a similar program. If the EcoTarium cancels a program or camp session and is unable to place campers 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)