

Rawhide Ranch's Cancellation Policy:

The camp fee includes a per session/per person non-refundable/non-transferable deposit portion. Should the need to cancel a reservation occur, the deposit may not be applied to a future program nor to another camper.

For any cancellation received NO LATER than 14 days (two weeks) prior to the camp session's arrival date, the camp fee will be refunded, **minus the non-refundable deposit portion.**

In order to provide the highest quality program, we must plan well in advance based on confirmed reservations. For that reason, after the two-week deadline OR for new registrations received within the two week deadline, no refunds will be issued for cancellations. Please do not ask us to make an exception for you.

Discounts: NO refunds or credits will be issued for any discounts applied AFTER balance is paid off (balance must be paid in full 1 month prior to the session arrival date). Please read the description for each discount before applying. We will review each registration to make sure the correct discounts have been applied. **If an invalid discount is applied, we will remove it and that amount will be added back to your balance due.**

To Summarize:

- **Deposit portion of the camp fee is Non-Refundable AT ALL TIMES.**
- If your cancellation is received no later than 14 days (two weeks) prior to the session's arrival date, you will be eligible for a refund of any additional payment over and above the deposit portion of the camp fee, which is non-refundable at all times.
- If your cancellation is received within the 14 day period (14 days prior to the arrival date), the full camp tuition payment is non-refundable.
- If a camper/person leaves early or arrives late for any reason, there will be no full or partial refunds issued. Please do not ask us to make an exception.

Non-Refundable Deposit Amounts:

- **Summer Camp & Winter Camp: \$299**
- **Spotlight Weekends: \$65**
- **Workshops: \$175**
- **Family Camp & Mother/Daughter Weekends Adult Fee (ages 7 & up): \$70 PER PERSON**
- **Family Camp & Mother/Daughter Weekends Child Fee (ages 6 & under): \$40 PER PERSON**

Refund Policy for Campers After Check-In:

It is our stated intention that no camper ever be sent home from camp. Every effort will be made to help each camper comply with all camp rules, policies, procedures and civil decorum. We believe that the vast majority of campers will be better served if we are able to work together to resolve any negative behavioral issues that arise.

However, once a camper checks in at the ranch there will be **no refund** if that camper leaves for disciplinary reasons before check-out on Friday. As such, all campers are expected to follow the direction of the camp staff at all times for their own safety and the safety of the other campers, staff and animals. If, after following disciplinary

protocol, it becomes apparent to camp leadership that a camper is ultimately unwilling to do this, he/she will be isolated for safety reasons and the parent/guardian or most readily available designated contact person will be called to arrange to pick up the camper that same day at their earliest possible occasion. It will be the responsibility of the parent/guardian to arrange for transportation of any camper who is sent home. The camper's remaining spending money will be refunded to the camper when the parent/guardian or designated adult arrives to pick up the camper.

For campers who leave camp due to health-related issues or injury, no refund will be given; however, accommodations may be made to reinsert that camper into a different week of camp during the same season if space is available. No refund will be given due to conflicts in family schedules or any other scheduling or timing issues.

Returned Check Policy:

In the event a check is returned due to insufficient funds or any other reason, a fee of \$25 will be added.

Session Change Policy:

~ Summer Camp Only ~

You can change sessions **within the same Summer Camp Season** at any time, as long as we have availability in the session and the camper is eligible.

NOTE - If a Groupon was used, you may ONLY switch to a session in which your specific Groupon is valid for (see your Groupon voucher for details).

Session Change Price Variations (prices may vary):

- If you register for a discounted session and later switch to a regularly priced session, the **difference in price** will be **added** to your balance.
- If you register for a regularly priced session and later switch to a discounted session, the **difference in price** will be **deducted** from your total balance due, or if you have already paid in full, you will be issued a refund for the difference.