

# Cancellation Policy:

## Summer Camp ~ Winter Camp ~ Spotlight Weekends ~ Workshops

The camp fee includes a per session/per child non-refundable/non-transferable deposit (**Summer Camp & Winter Camp: \$199, Spotlight Weekend: \$89, Workshop: \$199**). 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 two weeks prior to the camp arrival date in which that session is being cancelled, the camp fee will be refunded *minus* the non-refundable deposit. 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.

### To summarize:

- **Deposit is Non-Refundable AT ALL TIMES**
- If you register with the "Deposit Only Option", the deposit is non-refundable at all times.
- If you register with the "Payment In Full Option" and your cancellation is received no later than 2 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 your payment, which is non-refundable at all times.
- If you register within the 2 week deadline, your full camp tuition payment is non-refundable by Rawhide Ranch.
- If a camper/person leaves early for any reason, there will be no full or partial refunds issued. Please do not ask us to make an exception.

**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.

# Cancellation Policy:

## Family Camp ~ Mother/Daughter Camp

- If either an individual or group cancellation is made **before** the 30 day deadline, the camp fee will be refunded, MINUS the per person non-refundable deposit (see below for amounts).
- If a cancellation is made **after** the 30 day deadline, all fees are non-refundable.
- If a camper/person leaves early for any reason, there will be no full or partial refunds issued. Please do not ask us to make an exception.
- **Deposit is Non-Refundable AT ALL TIMES**

### Family Camp (thru Spring 2019):

(Adult Fee: \$199) Non-refundable Deposit Amount: **\$70**

(Youth Fee: \$159) Non-Refundable Deposit Amount: **\$55**

(Child Fee: \$94) Non-Refundable Deposit Amount: **\$35**

### Mother/Daughter Weekend (thru Spring 2019):

(Adult Fee: \$205) Non-Refundable Deposit Amount: **\$75**

(Child Fee: \$95) Non-Refundable Deposit Amount: **\$35**

### Non-Refundable Deposits (Fall 2019 & on):

(Adult Fee: \$208) Non-refundable Deposit Amount: **\$70**

(Child Fee: \$108) Non-Refundable Deposit Amount: **\$40**

## **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.

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:**

- 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.