

**Refunds:** All individual refunds are to be requested in writing, and can be sent by mail, email, or fax. Refund requests made more than one week after an event will NOT be considered. When the request is received in relation to the start of the event, camp or activity there will be a determination as to the amount of the refund. Fees may be applied to another individual attending the same event, camp or activity if arranged prior to the event. Fees cannot be rolled-over to a future event or activity. A \$5 cancellation fee, per person, will be subtracted from ALL refunds to cover processing costs. This General Refund Policy applies to all camps, events and activities of the Shenandoah Area Council, BSA unless otherwise stated. Refunds requested due to medical reasons and other unforeseen circumstances will be reviewed on an individual basis and may require additional documentation.

**Pro-Rated Refund Schedule:**

- 30 days or more – Full Refund, less \$5 cancellation fee.
- 15-29 days – 75% Refund, less \$5 cancellation fee.
- 8-14 days – 50% Refund, less \$5 cancellation fee.
- 4-7 days – 25% Refund, less \$5 cancellation fee.
- 72 hours or less – NO REFUND