



Summer 2021 OFRC Family Camp Registration Change, Cancellation, & Refund Policies

Updated 3/16/21

Balance Due Dates

<u>Session #</u>	<u>Balance Due Date</u>
1-4	June 1
5-8	June 15

Cancellation Policy

1. Cancellations are defined as when a whole household reservation is cancelled.
2. Cancellations and refund requests must be made in writing.
3. Cancellations **made prior to April 21st** will be 100%-refundable.
4. Campers requesting full refunds **between April 21-May 15** will receive their full amount, minus 10% of the total reservation or a \$75 cancellation fee, whichever is higher.
5. Due to the short camp season, we are not able to refund camper registration costs after May 15th. Exceptions may apply. See below for COVID-related cancellation information.**
6. If your initial payment was made on a credit card, an additional 3% will be charged on any cancellations.
7. If for any reason, OFRC cancels a camp session, a 100% refund will be provided to families.

Reservation Change Policy

1. All reservation change requests must be made in writing.
2. Reservation changes are defined as changes to an original registration that results in a reduction of costs. Changes include, but are not limited to:
 - a. removing guests from registration
 - b. changing sessions*
 - c. or anything requiring an adjustment to any aspect of reservation.
3. There are no reservation change fees when additional individuals or housing are added to a reservation.
4. All changes to reservations are subject to the following fees:
 - a. Changes **made 60 days before arrival date** will incur a \$25 administrative fee.
 - b. Changes made **between 30 and 60 days prior to arrival date** will incur a \$25 administrative fee + charge of 10% of any refund.
 - c. If your initial payment was made on a credit card, and removing guests or changing sessions results in a refund, an additional 3% will be charged.
 - d. Changes in reservations resulting in reduction of cost made **within 30 days of the arrival date** are non-refundable.

**Changing sessions may not be used for purposes of extending a 30, 60 or 90 day change or cancellation window. There will be no administrative fees charged due to moving weeks due to waitlist opening.*

If a person from the party no longer can attend OFRC Family Camp, someone in the same age group may take their place. If in a different age group, the applicable higher rate will apply and the difference

must be paid prior to arrival.

No refunds due to leaving camp early or arriving late for any reason will be made, except for when OFRC cancels the program.

****COVID-Related Cancellations, Reductions, and Reservation Changes:** If you or a member of your camp party is unable to attend Camp because they contract COVID-19 or they are required to isolate or quarantine due to COVID19, you may request a refund by contacting the OFRC office and providing information about the reason for your refund request. We will attempt to fit you into another session and waive the reservation change administrative fee. This request must be made prior to or within 24 hours following your scheduled arrival date. A doctor's note may be required. OFRC will evaluate requests on a case by case basis to determine refund eligibility.

Tent/Cabin Reservation Limits

A maximum of 4 beds will be provided per a tent and a maximum of 3 beds will be provided per a cabin. Campers may only reserve as many tents or cabins as the number of adults or teens in their party. For example, a registration with only one adult and two school-age children may only reserve one tent.

Multiple Households in a Registration and Campers under 18

All minors (campers under 18) must be accompanied by an adult. If a minor is attending camp without their parent or guardian, but with another adult, a waiver must be completed by the parent or guardian prior to the minor arriving at camp. If there are multiple adults or households included in a single registration, each household must include their contact information by including this information in the designated section on the registration form.

Late Payment Charge

If payment is not received by payment due date or if mailed payment is postmarked after due date, a late payment fee of \$25.00 will be added to your balance. You will not be able to check into your tent or cabin until payment is provided.