



## **Summer 2022 OFRC Family Camp Registration Change, Cancellation, & Refund Policies**

*Updated 1/5/22*

### **Balance Due Dates**

<u>Week #</u>	<u>Balance Due Date</u>
1-3	May 16
4-6	June 1

If registering after the balance due date, payment in full is due to finalize your registration. If this is an issue, please reach out to the camp office and we will explore a payment plan.

### **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 1** will be 100%-refundable, less a \$25 administrative fee.
4. Campers requesting cancellation refunds after April 1 but more than **30 days before their arrival date** will receive their full amount, minus 5% of the total reservation or a \$75 cancellation fee, whichever is higher.
5. We are not able to refund registration costs for cancellation requests **within 30 days of a family's arrival date**. Exceptions may apply. See below for COVID-related cancellation information.\*\*
6. If your initial payment was made on a credit card, an additional 3% fee will be charged on any cancellations.
7. If for any reason OFRC cancels a camp session, affected families can choose to receive a full refund or a credit that can be rolled over for use in Summer 2023.

### **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 a reservation, such as a reduction in the number of accommodations reserved.
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 or more 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 as well as a fee equal to 10% of the refund, if any.

- c. If your initial payment was made by credit card and removing guests or changing sessions results in a refund, an additional 3% fee will be charged.
- d. Changes to 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- or 60-day change or cancellation window. There will be no administrative fees charged for moving weeks due to waitlist opening.*

If a person from the registered 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 COVID-19, you may request a credit or refund by contacting the OFRC office and providing information about the reason for your 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 credit or refund eligibility.

### **Trip Insurance**

During this time of many unknowns, we encourage campers to consider purchasing trip insurance. There are many options and you are free to use any insurance company you choose in order to meet your specific needs.

### **Tent/Cabin Reservation Limits**

A maximum of 4 beds will be provided per tent and a maximum of 3 beds will be provided per cabin. A small number of our cabins have a two bed maximum. Campers may only reserve as many tents or cabins as the number of adults or teens in their party. For example, a registration with one adult and two pre-teen children may reserve only 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 will be added to your balance. You will not be able to check into your tent or cabin until payment is provided.