

# OFRC Family Camp Registration Change, Cancellation, & Refund Policies

Updated 1/10/23



## **BALANCE DUE DATE: Monday, May 15, 2023**

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 incur a cancellation fee of 5% of the total registration cost or \$100, whichever is higher.
4. Campers requesting cancellation refunds after April 1 but more than **30 days before their arrival date** will incur a cancellation fee of 10% of the total registration cost or \$200, whichever is higher.
5. We are not able to refund registration costs for cancellation requests **within 30 days of a family's arrival date**.
  - o If your family is unable to attend Camp because someone in your household develops COVID symptoms or tests positive within 10 days of your arrival date, or a different extraordinary, unforeseen circumstance, we will attempt to fit you into another session and waive the reservation change administrative fee. This request must be made in writing prior to or on the same day of your scheduled arrival date. A doctor's note or other documentation will be required. OFRC will evaluate requests on a case by case basis.
6. If your initial payment was made on a credit card, an additional 3% fee will be charged on any cancellations.
7. If OFRC elects to cancel a camp session prior to the session starting, affected families can choose to receive a full refund or credit that can be rolled over for use in Summer 2024.
8. If OFRC elects to cancel a camp session after the session has begun, affected families will receive a partial refund or credit that can be rolled over for use in Summer 2024.
9. If OFRC determines that it must cancel a full or partial camp session due to requirements of the State Fire Marshal, the Department of Public Health and Safety, any statute, rule or regulation of any federal, state, or local body, or any environmental (e.g., smoke) or health (e.g., pandemic) condition, OFRC reserves the right to determine whether it is able to provide full, partial, or no refunds and/or credits to affected families. OFRC's goal and intention is to provide as much of a refund or credit as possible, which we have been able to do in the past; however because OFRC is a small nonprofit, some catastrophic events may prevent us from doing so. We encourage families to see the below section on Trip Insurance.

## 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 resulting 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.
5. No refunds due to leaving camp early or arriving late for any reason will be made, except for when OFRC cancels the program.
6. 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.

*\*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.*

## 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.

## 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.

## 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.